1999-2000

Report on Multiculturalism

Government of British Columbia

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Ministry of Multiculturalism and Immigration

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Multiculturalism and Immigration

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To His Honour
The Lieutenant-Governor of the
Province of British Columbia

May it please Your Honour:

Pursuant to Section 7(3) of the *Multiculturalism Act*, I respectfully submit the seventh annual report on the operation of the Act. This report covers the activities for the 1999/2000 fiscal year.

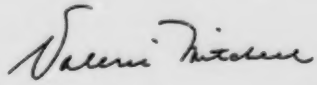
Respectfully submitted,

Honourable Sue Hammell
Minister of Multiculturalism
and Immigration
Minister Responsible for the Public Service

The Honourable Sue Hammell
Minister of
Multiculturalism and Immigration,
Minister Responsible for the Public Service

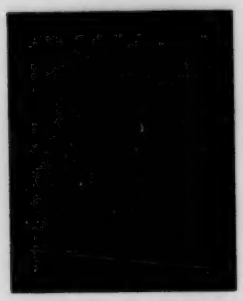
Honourable Minister:

I am pleased to submit the *Report on Multiculturalism: Government of British Columbia* 1999/2000, the seventh annual report on the activities of the ministries of the Government of British Columbia, Crown corporations and the Advisory Council on Multiculturalism in support of the *Multiculturalism Act*.



Valerie Mitchell
Deputy Minister of Multiculturalism
and Immigration
Commissioner of the Public Service
Employee Relations Commission

Minister's Message



The Honourable Sue Hammell
Minister of
Multiculturalism and Immigration and
Minister Responsible for the Public Service

The *Multiculturalism Act* of British Columbia, passed in 1993, recognizes that the cultural diversity of our society is a fundamental characteristic that enriches the lives of all British Columbians. The Act includes a multiculturalism policy that promotes cross-cultural understanding, the full participation of all individuals in our society, and a society free from all forms of racism. These are important principles and goals for our province.

The Act requires a report on its implementation and administration each year, and requires each government ministry and Crown corporation to submit an annual report to the Minister of Multiculturalism, setting out the initiatives undertaken during the past fiscal year to promote and support the government's multiculturalism policy.

It is my pleasure to present the seventh annual *Report on Multiculturalism: Government of British Columbia* (1999-2000). The report is divided into three components:

- A report from the Ministry of Multiculturalism and Immigration. The ministry works in partnership with other government agencies, institutions and community organizations to promote the goals and objectives of the *Multiculturalism Act*.
- A report from the Advisory Council on Multiculturalism. I would like to acknowledge the ongoing work and dedicated volunteer contributions of Council members in addressing multiculturalism issues throughout the province.
- A report on the multiculturalism initiatives of B.C.'s ministries and Crown corporations.

On behalf of the Government of British Columbia, I would like to express our appreciation to our many partners in multiculturalism throughout the province – community organizations, immigrant settlement agencies, institutions, service and health care agencies, schools, students, parents and members of the community.

Ministry of Multiculturalism and Immigration

Multiculturalism BC

Mandate

To administer and implement the *Multiculturalism Act* and policy of the Province of British Columbia.

Mission Statement

To promote a society at peace with itself, which values cultural diversity. Multiculturalism envisions a society that is free from racism, where individuals treat one another with respect and dignity, where all British Columbians have equal opportunity to participate fully in the community.

Goals

- To work towards the elimination of racism.
- To promote a better understanding of multiculturalism.
- To promote equitable access to services and resources.
- To promote institutional change to better serve a culturally diverse community.
- To promote cross-cultural understanding.
- To promote community development and responsible citizenship.

Guiding Principles

To achieve our mission we:

- Consult and work in partnership with the community, including the Advisory Council on Multiculturalism;
- Work collaboratively with other governments, institutions and organizations;
- Provide leadership and coordination within the provincial government;
- Strive to meet multiple goals in each of our initiatives; and
- Work for the most effective use of public resources with maximum benefit to the community.

Policy

THE *MULTICULTURALISM ACT* OF BRITISH COLUMBIA

The Government of British Columbia introduced the *Multiculturalism Act* in 1993. This was the first Act of its kind in this province, giving multiculturalism policy legislative authority. The purpose of the Act include the recognition of the multicultural heritage of British Columbia, the promotion of cross cultural understanding and respect, and the fostering of a society in which there are no impediments to the full and free participation of all British Columbians in the economic, social, cultural and political life of the province.

This legislation was preceded by extensive round table consultations involving community representatives throughout the province. The work of the Advisory Council on Multiculturalism also contributed significantly to the development and passage of the legislation.

In February 2000, British Columbia became the first provincial government in Canada to have a stand-alone Ministry of Multiculturalism and Immigration.

MULTICULTURALISM WITHIN GOVERNMENT

Section 3.(h) of the *Multiculturalism Act* states that it is the policy of the government to "generally, carry on government services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia".

Section 7.(1) of the *Multiculturalism Act* reads "Every ministry and every government corporation within the meaning of the Financial Administration Act must, on or before May 31 of each year, submit an annual report to the minister setting out the initiatives that it has undertaken in the period for which the report is prepared to promote the policies referred to in Section 3".

Multiculturalism BC received reports from all Ministries and Crown corporations and compiled them into a summary report. This comprehensive report, along with the annual reports of the Advisory Council on Multiculturalism and The Ministry Responsible for Multiculturalism formed the sixth *Report on Multiculturalism: Government of British Columbia, 1998-99*, which was prepared for submission to the Legislature.

In order to coordinate the implementation of the *Multiculturalism Act* throughout government, Multiculturalism BC chairs the Inter-ministerial Committee on Multiculturalism and the Crown Corporation Committee on Multiculturalism. All provincial government ministries are members of the Inter-ministerial Committee on Multiculturalism. Crown corporations are represented on the Crown Corporation Committee on Multiculturalism. Both committees work towards the implementation of the *Multiculturalism Act* and provincial policy, and offer an opportunity for committee members to share ideas on multiculturalism issues specific to each branch and agency of government.

Fall Forum on Multiculturalism

On September 23, 1999, Multiculturalism BC hosted a day-long forum on multiculturalism for ministries and Crown Corporations at Royal Roads University, Victoria. The objectives for the forum were to generate support for implementation of multiculturalism in government, to reinforce legislative responsibilities and accountability, and to showcase effective initiatives in multiculturalism.

Keynote speaker Byron Kunisawa, an internationally renowned expert in multiculturalism, diversity and organizational change, addressed issues of effective organizational responses to cultural diversity. Panel presenters on strategies and challenges to multiculturalism were Linda Coyle, Vice-President, Kwantlen University College, Linda Robertson, Vice-President, ICBC and Suzanne Veit, Deputy Minister, Ministry of Municipal Affairs. Professor Roopchand Seebaran, UBC, presented a draft framework for a culturally responsive ministry and Crown corporation. The 160 participants had an opportunity to review the framework and also share their experiences in promoting multiculturalism in government.

As part of the Forum, Multiculturalism BC presented recognition awards to eight ministries and Crown corporations initiatives for their contributions to multiculturalism.

BC Assessment
For corporate communications initiatives in serving a culturally diverse British Columbia, as exemplified by its internal and external communications initiatives including community outreach activities.

BC Building Corporation
For corporate commitment to, and implementation of multiculturalism, as exemplified by its corporate policies, integration of diversity and multiculturalism, Workplace Diversity Advisory Panel, employee survey initiative, and community outreach activities.

Resources

BC Hydro
For its corporate Aboriginal Awareness Training program, delivered extensively to Ministries, Crown corporations, and businesses throughout the province for the last several years, which has significantly contributed to the understanding and appreciation of First Nations peoples.

Insurance Corporation of BC
For corporate commitment to, and implementation of multiculturalism, as exemplified by its corporate policies in multiculturalism, anti-racism, diversity, integration of multiculturalism in business divisions, customer service initiatives, training and support, and community outreach.

Ministry of Attorney General
For its 'Supporting Women from Diverse Cultures who have Experienced Violence' initiative, a Victim Services Division – community collaboration in an awareness, support and training in an important anti-violence program.

Ministry for Children and Families
For partnership in the Ethnocultural Advisory Committee for the Vancouver area, a Ministry and community collaboration, commencing in 1997 to jointly review community needs and government services to better serve a culturally diverse community.

Ministry of Forests
For corporate support of the Ministry Equity and Diversity Committee and its initiatives in multiculturalism, which have promoted multicultural and diversity activities at the corporate level and at many local Ministry offices throughout the province.

Ministry of Social Development and Economic Security
For corporate support of the Ministry Diversity Committee and its initiatives in multiculturalism, which originated in 1992 with the former Ministry of Social Services and Housing, then with the Ministry of Human Resources, for its multiculturalism initiatives in training, policy and communications.

Resource Manual in Multiculturalism

This Resource Manual was prepared to assist Ministries and Crown Corporations to develop, implement and monitor progress in multiculturalism. It includes benchmarks and indicators of a culturally responsive Ministry and Crown, a self-assessment tool, and a three-year reporting framework for annual reporting on multiculturalism.

Initially presented at the September 1999 forum on multiculturalism, the manual was revised with the assistance of a working group from Ministries and Crowns. Its objectives are to provide longer-range goals in multiculturalism, benchmarks and indicators of a culturally responsive organization, effective practices, and clarification of terminology. The Resource Manual has been distributed within and outside of the provincial government as a tool to assist organizations to assess their response to multiculturalism.

ADVISORY COUNCIL ON MULTICULTURALISM

The Minister Responsible for Multiculturalism is advised on multicultural issues by the Advisory Council on Multiculturalism (see Sections 4-6 of the *Multiculturalism Act*, Appendix I). The 1999/00 Advisory Council consisted of 29 women and men, appointed by Order-In-Council for one-year voluntary terms, from diverse cultural and regional communities throughout BC. In March 1999, eighteen new members were appointed to the Council, joining eleven members re-appointed from the previous term.

The 1999/2000 Advisory Council on Multiculturalism held three meetings during the year. The first meeting was held April 23-24, 1999 in Vancouver. This meeting allowed newly appointed members to meet with those who had served on the previous Council and to begin planning actions for the upcoming term. The second meeting, held September 24-25, 1999, featured a meeting with the Minister Responsible for Multiculturalism and Immigration, the Deputy Minister of the Ministry of Education and the Executive Director of the Equal Opportunity Secretariat to discuss their mandates.

During the final meeting of the 1999/2000 Council held on January 28-29, 2000, in Victoria, and members met with the Deputy Minister of the Ministry Responsible for Multiculturalism and Immigration and the Deputy Chief Commissioner of the BC Human Rights Commission. During the meeting, Council committees also finalized their recommendations and reports. The recommendations to the Minister on issues of multiculturalism were then compiled into a final report.

During 1999/2000, Council members were involved in a number of Ministry initiatives. The Chair participated in the Working Forum for Ministries and Crown Corporations held in Victoria and members were involved in each of the three community consultations, 'Multiculturalism: Directions for the New Millennium'. Also, Council members participated on the judging panel that selected recipients for the 2000 End Racism Awards.

Multiculturalism BC acts as the secretariat for the Council.

Special Events

PUBLIC EDUCATION IN MULTICULTURALISM

In support of public education in multiculturalism, the Ministry of Multiculturalism and Immigration sponsored and supported numerous initiatives and activities throughout the province.

Multiculturalism Week February 13-19, 2000

February 13-19, 2000, was officially proclaimed as Multiculturalism Week by the Province of British Columbia. Multiculturalism Week promotes the celebration and understanding of multiculturalism and its contributions to the province.

The first Multiculturalism Week in British Columbia was held in 1985 when the Affiliation of Multicultural Societies and Service Agencies of BC (AMSSA) dedicated a week in February to increase public awareness about multiculturalism. With support from the BC Teachers' Federation, Program Against Racism, Multiculturalism Week programs were held in many communities and schools throughout the province that year.

In more recent years, Multiculturalism Week programs have been held in workplaces, schools, and communities throughout British Columbia. Activities during the week highlight the ongoing programs and efforts throughout the year which promote multiculturalism objectives. Numerous organizations throughout the province received assistance from the Community Liaison Division for their Multiculturalism Week programs. Many municipalities throughout the province also proclaimed Multiculturalism Week in their communities

In celebration of Multiculturalism Week 2000, the Ministry's Communications Division produced *Multiculturalism Week Kits* which were widely distributed throughout the province to schools, community organizations and government agencies. Two posters, *Plant the Seeds of Understanding*, were also produced for Multiculturalism Week and the Day for the Elimination of Racism, March 21, 2000.

Multiculturalism Week Opening Ceremony
February 11, 2000
Business Case for Diversity Forum

Multiculturalism BC launched the province's Multiculturalism Week by hosting the *Business Case for Diversity Forum*. The Ministry was proud to sponsor the event in partnership with Leadership Vancouver, the Canadian Business for Social Responsibility and the Vancouver Board of Trade.

Keynote speaker was Trevor Wilson, a Toronto-based diversity expert, who spoke on the business case for diversity. The forum moderator was Peter Ladner, publisher, *Business in Vancouver*; and workshop presenters included representatives from Royal Trust, City of Vancouver Economic Development Commission, Hamazaki and Wong Marketing, VanCity Credit Union, Star Life Health, Ebco Industries, Ernst and Young, and Booker Gold Exploration Ltd.

The forum promoted the benefits of a culturally diverse business sector and provided participants with networking opportunities. Participants were invited to explore diversity strategies that would yield an increased market share, examine avenues available to effectively manage diversity in the workforce, and audit practical results from corporate diversity initiatives. Approximately180 participants from the corporate, government and not-for profit sectors attended the forum.

Community Consultations on Multiculturalism: "Directions for the New Millennium"

Multiculturalism BC's 1999 series of forums entitled *Multiculturalism: Directions for the New Millenium* were held in three communities throughout British Columbia. Locations were chosen to provide various regions an opportunity for community discussion and input on provincial multiculturalism initiatives. The objectives for the forums were:

- To discuss the role of multiculturalism in relation to other equity issues;
- To receive input on new initiatives and directions for Multiculturalism BC;
- To provide a forum through which local communities can present and discuss issues of multiculturalism relevant to their community.

The three forums took place in Oliver on November 4, 1999, Nanaimo on November 9th, and Quesnel on November 23rd. In total, the forums attracted approximately 150 participants from diverse groups, including community organizations, anti-racism and multicultural organizations, businesses, public institutions, government and youth.

Each forum began with opening remarks by Cathy Stigant, Executive Director for the Ministry Responsible for Multiculturalism and Immigration, followed by a panel of speakers who discussed key issues regarding multiculturalism. Following the panel, workshops were held to discuss local community issues in multiculturalism and anti-racism.

Special Events

Public Education Presentations

As part of its public education mandate, Multiculturalism BC staff assists with presentations, workshops and seminars on multiculturalism, organizational change, and anti-racism to a variety of sectors. During the fiscal year this has included government multiculturalism and diversity committees, the Justice Institute (Corrections Academy), University College of the Fraser Valley (School of Nursing), University of British Columbia (Faculty of Education), Simon Fraser University (Faculty of Education), Langara College (Canadian Studies), and the Canadian Labour Congress, Labour College, Royal Roads University.

Public Education Resources

The Ministry Web site at http://www.gov.bc.ca/mi/ includes extensive information on ministry programs, publications, posters, and activities, including the popular monthly calendar. Information on multiculturalism is also available in ten additional languages.

Multiculturalism BC maintains a Resource Library consisting of books, pamphlets, training manuals and videos on multiculturalism, anti-racism and a host of related topics. The materials in the resource library are available for loan. The resource library is open to the public during business hours. Requests for materials can also be made by contacting Multiculturalism BC. Included in the resources are the following:

British Columbia Directory of Multicultural, Anti-racism and Immigrant Service Organizations: A comprehensive list of community organizations divided into categories, including: multicultural organizations, immigrant service agencies, community service agencies, educational institutions, anti-racism organizations, human rights organizations, heritage language schools, municipal race-relations programs, ethnocultural organizations, ethnocultural business organizations and ethnocultural media.

Business Case for diversity, February 2000: This report summarizes the forum hosted by Multiculturalism BC, February 15, 2000, on the business case for diversity, featuring Trevor Wilson, a well known expert in diversity and organizational assessment.

Celebrating the Mosaic: A Handbook and Guide to Resources for Multicultural Education: A resource guide in multicultural and anti-racism education by the Consortium on Diversity in Education (CODE).

Effective Factors in Promoting Institutional Change: This paper provides information to organizations that wish to consider organizational strategies which have been effective in promoting institutional change.

End Racism Awards, 2000: This publication features the nine projects which received the 2000 End Racism Award, presented by the Honourable Sue Hammell, Minister of Multiculturalism and Immigration, for March 21, 2000.

Enhancing the Multicultural Environment in Your School – A Handbook for Educators and Cariboo Hill: Multicultural in Action (Video): This handbook and accompanying video lists the many ways teachers, students and parents can enhance the multicultural environment in their schools.

Ethnocultural/Multicultural Events Calendar: This calendar is produced monthly and details multicultural and ethnocultural events taking place throughout the province. The publication is distributed to community organizations, institutions, media, Crown corporations and government ministries.

Framework for Diversity, A: This paper provides a framework for a number of terms including diversity, multiculturalism, human rights, employment equity and social justice.

Multiculturalism: Myths and Facts Pamphlet: This pamphlet challenges the myths surrounding multiculturalism by providing accurate information on the goals and objectives of the concept of multiculturalism. The pamphlet is also available in Chinese and Punjabi. See Appendix II.

Multicultural Profiles: This on-line resource provides summaries of the immigrant population and ethno-cultural composition for most British Columbian municipalities, including all regional districts and development regions, www.gov.bc.ca/mi/rpts/profiles.htm

Newcomers' Guide to Resources and Services in British Columbia: This book familiarizes newcomers (and longtime residents) in accessing government services, programs and resources. Written in plain English, the guide also provides basic information about living in BC. This Guide is also available in Chinese, French, Punjabi, Spanish and Vietnamese.

Prejudice Reduction, Research and Implications: This paper discusses major findings from the recent research on prejudice reduction, most of which were conducted in the 1990's, and their implications to educators and those concerned about societal change.

Special Events

Profile of Immigration to British Columbia Regions and Communities, 1986-1996, A: Contains statistical and graphical information on immigrant populations in communities throughout British Columbia. The comprehensive information in the publication includes population trends, demographic and labour force trends, as well as the regional and community profiles.

Resource Manual in Multiculturalism: This resource includes the objectives of the Multiculturalism Act of BC, benchmarks and indicators of a culturally responsive ministry and Crown corporation, and a self-assessment tool to measure progress in meeting objectives in multiculturalism.

Responding to Racism Resources: This five part series offers strategies for resolving racism and conflicts to students, parents, elementary school teachers, secondary school teachers and administrators. The strategies focus on non-confrontational ways to address racism and arrive at a better understanding of other cultures.

The Right to Belong: This 38-minute video was produced by the Knowledge Network, Open Learning Agency, and the Ministry of Multiculturalism and Immigration in 1999 to highlight the objectives and challenges of multiculturalism in British Columbia.

Video Resource Guide: A useful listing of available video resources in the Multiculturalism BC resource library.

Working Forum on Multiculturalism, September 1999: This report summarizes the forum on multiculturalism for Ministries and Crown Corporations held Sept. 23, 1999, with keynote speaker Byron Kunisawa, an internationally renown expert in diversity and organizational change.

For a list of recent publications please contact the Ministry at (604) 660-2204 or visit the Ministry website at http://www.gov.bc.ca/mi/

ANTI-RACISM

Responding to Racism, School-Based Resources

On October 12, 1999 the Honourable Ujjal Dosanjh, Minister Responsible for Multiculturalism and Immigration, released a series of resource guides created for B.C.'s education system to help identify and combat racism. The five guides that were developed by Multiculturalism BC with support from the Surrey School District and other partners offer an overview to the School Responding to Racism program.

The guides are directed at different groups: students, parents, elementary and secondary schoolteachers, and administrators. Each booklet uses workshops to present real-life scenarios of inadvertent or intended racism coupled with strategies for resolving conflicts. Strategies focus on non-confrontational, positive ways to address racism and arrive at a better understanding of other cultures. The guides have been widely distributed to schools, educators, and community organizations throughout the province.

Day for the Elimination of Racism March 21, 2000

The Province of British Columbia proclaimed March 21, 2000, as the Day for the Elimination of Racism, to coincide with the United Nation's International Day for the Elimination of Racial Discrimination. This day commemorates the peaceful demonstrators in Sharpeville, South Africa, who were killed and wounded in 1960 during a protest against apartheid.

The Community Liaison Division provided contributions to non-profit organizations throughout the province to hold March 21st activities.

End Racism Awards, March 17, 2000

For the fourth year, Multiculturalism BC hosted an awards ceremony in Vancouver in commemoration of March 21, the United Nations International Day for the Elimination of Racial Discrimination. At an awards program in Vancouver held March 17, the Honourable Sue Hammell, Minister of Multiculturalism and Immigration, recognized seven awards recipients and two honourable mentions. The keynote speaker for the awards program was Evan Adams, a Coast Salish actor, playwright, community activist, and medical student.

The initiatives selected were recognized for the collaborative efforts of individuals, community organizations and institutions to increase cross-cultural understanding and to eliminate racism. Nominations for the awards were received from throughout the province, and the recipients were recommended by a panel comprised of members of the Advisory Council on Multiculturalism. With each year the number of nominations increases as communities become aware of the awards and nominate innovative and effective projects.

The 2000 End Racism Awards were:

- Ribbon Simulation Game, Global Issues Club, Johnston Heights Secondary School, Surrey
- Students Together Against Racism (STAR), Mount Elizabeth Secondary School, Kitimat

Partnerships

- African Women and Children's Program, Multicultural Family Centre, Vancouver
- Responding to Hate and Racism in the Central Okanagan, Multicultural Society of Kelowna
- Testimonies: Music of Hope and Remembrance, Okanagan Jewish Community
- Not in Our Town, Options: Services to Communities Society, Surrey
- Shanghai: A Refuge During the Holocaust, Vancouver Holocaust Education Centre in association with the Chinese Cultural Centre of Greater Vancouver.

Honourable Mentions were:
- A Step Ahead, A Step Ahead Foundation, Vancouver
- Millennium Moment, Trail and District Multicultural Society.

PROVINCIAL HATE CRIME TEAM

The Provincial Hate Crime Team was established in 1996 to ensure the effective identification, investigation, and prosecution of crimes motivated by hate. A hate/bias crime is a criminal offence committed against a person or property which is motivated by the suspect's hate, bias or prejudice against an identifiable group based on race, national or ethnic origin, language, colour, religion, sex, age, mental or physical disability, sexual orientation or any other similar factor.

Multiculturalism BC, as a member of the team, provides the community liaison role for the team and its law enforcement network. The role of Multiculturalism BC includes:

- Supporting the development of resources at the community level to assist individuals experiencing racial discrimination
- Assisting in the coordination of an ongoing community consultation process
- Developing and acquiring anti-racism resources to be used by public institutions and community organizations for educational purposes
- Referring individuals to community-based organizations for support and assistance when dealing with issues of racial discrimination
- Assisting in tracking and recording incidents of racism occurring throughout the province.

INSTITUTIONAL CHANGE AND ANTI-RACISM PARTNERSHIPS 1999-00

Multiculturalism BC works collaboratively with public institutions to promote institutional change and anti-racism through policy development, organizational change and multiculturalism and anti-racism initiatives. During the fiscal year, contributions were made to the following:

BC Teachers' Federation, Celebrating the MOSAIC Resource Manual
City of Vancouver, Seniors Summit
District Municipality of Squamish
Japanese Canadian Citizens Association, End Racism Activism for the 21st Century National Conference
Langara College, Continuing Education, Multiculturalism, Media, and Access Training
Providence Health Care, Removing Barriers II, Keeping Canadian Values in Health Care National Conference
Royal Roads University, Enhancing Quality Through Diversity, Responding to Communities
School District #23, Central Okanagan, Racism Free School and District Initiative
School district #43, Coquitlam, Us=Them, The Harmony Project, Developing Roots & Wings
School District #44, North Vancouver, Multiculturalism/ Anti-Racism Awareness Project
School District #45, West Vancouver, Welcoming and Valuing Diversity
School District #52, Prince Rupert, Implementing Multiculturalism/Anti-Racism
School District # 53, Okanagan-Similkameen, Multiculturalism/Anti-Racism Awareness Education
Simon Fraser University, Faculty of Education, New Canadian Teacher Education Curriculum Project
Stikine Regional Community Health Council, Building Community Through Creative Understanding
United Steelworkers of America, Anti-Harassment Training Project
University of British Columbia, Anti-Racism Response Training Project
Vancouver Secondary School Teachers Association, Social Justice Youth Leadership Forum
Victoria Police Department, Diversity Needs Assessment
Youthquest, Rainbow BC Conference

Programs

1999/2000 BC ORGANIZATIONAL SUPPORT FUNDING PROGRAM (Cost of Organizational Revenue Expenditure)

The Government of British Columbia recognizes the role of multicultural, anti-racism and immigrant serving agencies and their contributions to communities throughout the province. The BC Core Funding Program helps maintain financial and operational stability in organizations with a primary constitutional mandate of anti-racism, multiculturalism and/or immigrant settlement, through contributions toward their operational expenses. Administered by the Community Liaison Division, a total of $786,420 was awarded to 29 organizations throughout BC in 1999/2000.

Recipients of the 1999/2000 BC Core Funding Program

Abbotsford Community Services
Affiliation of Multicultural Societies and Services Agencies of B.C. (AMSSA)
B.C. Heritage Language Association
Burnaby Multicultural Society
Campbell River and Area Multicultural and Immigrant Services Association
Canadian Anti-Racism and Education Research Society (CAERS)
Central Vancouver Island Multicultural Society
Centre for Canadian Language Benchmarks
Cowichan Valley Intercultural and Immigrant Aid Society
Immigrant and Multicultural Services Society of Prince George
Immigrant and Visible Minority Women of BC
Immigrant Services Society of British Columbia
Inland Refugee Society of B.C.
Intercultural Association of Greater Victoria
Kamloops Cariboo Regional Immigrant Society
Multicultural Society of Kelowna
Multilingual Orientation Service Association for Immigrant Communities (MOSAIC)
North Shore Multicultural Society
Pacific Immigrant Resources Society
Penticton and District Multicultural Society
Progressive Intercultural Community Services Society
Richmond Multicultural Concerns Society
SUCCESS
Surrey Delta Immigrant Services Society
United Way of the Lower Mainland
Vancouver Association for the Survivors of Torture (VAST)
Vancouver Multicultural Society of BC
Vernon and District Immigrant Services Society
Victoria Immigrant and Refugee Centre

1999/2000 HERITAGE LANGUAGE PROGRAM

This program supports heritage language instruction, which assists British Columbians in developing understanding of diverse cultures, increases self-esteem and personal development among youth and enhances BC's ability to communicate in a global environment. Funding from the Heritage Language Program is divided into two streams. Stream A provides assistance to recognized Heritage Language Schools providing language instruction not available through existing provincial education programs, while Stream B directs financial support at professional development of instructors and teaching materials. In 1999/2000, a total of $130,230 was awarded to 154 schools in Stream A, and $34,500 was awarded to five organizations in Stream B.

1999/2000 HLP Funding – Stream A

LANGUAGE	NUMBER OF STUDENTS	NUMBER OF SCHOOLS
Afaan Oromo	45	1
Amharic	10	1
Arabic	155	6
Armenian	32	1
Chinese – Mandarin-Cantonese	9198	48
Chinese – Cantonese	1512	18
Chinese – Mandarin	5377	27
Cree	15	1
Dari	102	1
German	552	7
Greek	236	4
Hebrew	665	3
Hindi, Sanskrit	64	1
Italian	380	1
Japanese	428	7
Khmer	25	1
Korean	17	1
Persian	109	3
Polish	170	1
Portuguese	27	1
Punjabi	481	7
Spanish	119	2
Swedish	33	1
Tamil	207	2
Twi, Fanti, Ewe, Ga, Kuapim	15	1
Ukrainian	37	2
Vietnamese	221	5
TOTAL	**20,232**	**154**

1999/2000 HLP Funding – Stream B

BC Heritage Language Association (BCHLA) – *Generic Methodology Training for Heritage Language Instructors.*
BC Heritage Language Association (BCHLA) – *Regional Outreach for Heritage Language Instructors.*
Chinese Language Association of BC – *Conference/Workshops*
Comitato Attivita Scolastiche Italiane (CASI) – *Technology and Multimedia Usage in the Classroom.*
Island Metis Family Services Society – *Resources Material and Instructional Techniques Development.*
Little Mountain Neighbourhood House – *Afaan Oromo in Action.*

1999/2000 BC ANTI-RACISM AND MULTICULTURALISM PROGRAM

This program assists non-profit organizations to build communities that are free of racism, and where all residents, regardless of race, have access to programs and services. Program objectives link directly to the policy objectives of BC's *Multiculturalism Act*, and include:

- The elimination of racism, through prevention and intervention strategies, including public education, cross cultural understanding and activities to combat systemic and organized racism
- The provision of equitable access to programs, services and opportunities for all British Columbians regardless of race, cultural heritage, religion, ethnicity, ancestry or place of origin, through strategies aimed at assisting individuals to participate fully in the province's social, economic, cultural and political life.

Community consultations are held biannually throughout BC to provide program direction and priorities. Consultations on this program were held in 1997/1998. Consultations identified a number of target groups or issue areas and weight was given to project proposals that sought to address these groups and/or issues. These included:

- Anti-racism education and leadership development for children and youth
- Access to programs and opportunities for immigrant women and women of colour
- The addressing of stereotyping and the promotion of positive messaging in the media
- Community driven responses to racism, hate activities and the prevention of racism
- The special service challenges and uniqueness of programming required in rural BC communities

In 1999/2000, a total of $851,372 was awarded for 75 projects throughout BC. The following list outlines projects funded for the BC Anti-Racism and Multiculturalism Program, in addition to funding for Multiculturalism Week/ March 21 initiatives.

Recipients of 1999/2000 BCAMP

411 Seniors Centre Society – *Seniors Summit: A Conference For and About Seniors*
Abbotsford Community Services – *Building Bridges Across Cultures*
Access to Media Education Society (AMES) – *Peer Perspectives: Focus on the Views of Youth*
Affiliation of Multicultural Societies and Service Agencies of BC (AMSSA) – *Collaborative Committee on Multiculturalism (CMM); Multicultural Media Outreach; Provincial Youth Project*
Assembly of British Columbia Arts Councils – *Schools Market Research Project*
BC Black History Awareness Society – *Black History Month 2000*
BC Institute Against Family Violence – *Cross Cultural Family Violence Training for Helping Professionals*
Boundary Multicultural Society – *Multiculturalism Week and Anti-Racism Day*
Burnaby Multicultural Society (BMS) – *Community Economic Development Initiative; Conference on Newer Forms of Racism*
Campbell River and Area Multicultural and Immigrant Services Association – *Mental Health Working Group Project; Multiculturalism Week in Campbell River and 4th Annual Walk for the Elimination of Racism*
Canadian Anti-racism Education and Research Society (CAERS) – *Anti-Racism and Community Development; Anti-Racism Research On-line: Youth 2000; Anti-Racist Resources*
Canadian Jewish Congress, Pacific Region – *Options Paper on Regulating the Publication and Transmission of Objectionable Content on the Internet*
Capital Region Race Relations Association (CRRRA) – *Consumer Centered antiracism Project*
Carousel Theatre Society – *Dreamers Rock; Native Youth Internship Project 2000*
College of New Caledonia (Burns Lake Campus) – *Building a Unified Community*
Collingwood Neighbourhood House – *Renfrew-Collingwood Anti-Racism Project; Up Close and Multicultural*
Cowichan Valley Intercultural and Immigrant Aid Society – *Looking Within and Taking Action*
Cranbrook Women's Resource Society – *Elimination of Racism in Cranbrook; Walking Together Against Racism*
Gulf of Georgia Cannery Society - *Cannery Stories/Soul of Steveston*
Immigrant and Multicultural Services Society of Prince George – *Bridging Across Northern Communities – Train the Trainers; Youth Against Racism*
Immigrant and Visible Minority Women of BC (IVMW) – *Education, Intervention and Prevention of Violence Against Women*
Immigrant Services Society of BC (ISS) – *Interpreter Training Pilot Program for Smaller Ethno-cultural Communities (Feasibility Study)*
Inter-Cultural Association of Greater Victoria (ICA) – *Media Awareness; Multicultural Community Development 2000 – Stage II*
International Development Education Resource Association (IDERA) - *Multiculturalism, The Media and the new Millennium*
Kamloops Cariboo Regional Immigrant Society – *Community Against Racism*
Kitimat Multicultural Society – *Multiculturalism Week Celebration and the Day for elimination of Racism Recognition Event*
Latin American Community Council (LACC) – *Racism. A Barrier to Integration*
Metis Community Services (Island Metis Family and Community Services) – *Sharing Our Stories*
Mission Community Services Society (MCSS) – *Lest we Forget – Images of the Past; Working Together Towards Cross Cultural Understanding in Mission*
Multicultural Society of Kelowna (MSK) – *Anti-Racism Workshop; Youth Participation Project; Human Dignity Symposium*
North Shore Community Services – *Diversity Policy Workshops*

Programs

Okanagan Jewish Community Association – *Testimonies, a concert of remembrance and hope for Kristallnacht*
Oliver Multicultural Organization – *Multicultural Week Celebration and March 21 Film Event*
Pacific Immigrant Resources Society (PIRS) – *Consultation Service Projects; Volunteer Leadership Development Project*
Penticton and District Multicultural Society (PDMS) – *Barriers to Inclusion; Conference – Women's Issues*
Rainbow Productions Society – *Rainbow Theater Players*
Reel to Real: A Celebration of Moving Images for Youth Society – *Reel to Real*
Saulteau First Nations – *Culture to Culture: A Day for the Elimination of Racism*
School District #71 (GP Vanier Secondary School) – *Humanities Week - Celebration of People*
Scouts Canada BC Yukon Provincial Council – *Hispanic Settlement and Integration Worker*
Sea To Sky Community Services Society – *Squamish Multimedia Anti-Racism Project*
Social Planning Council for the North Okanagan – *1999-2000 Community Outreach Project*
Society for Community Development (SCD) – *ERACISM 2000: March for Unity*
Surrey Delta Immigrant Services Society (SDISS) – *Multicultural Heroes*
Surrey Delta Multicultural Coordinating Society – *Culturally Competent Organizations: Developing Action Plans; Eracism Forum 2000: Youth, Diversity and Community*
UNIDA (Unity in Diversity Association) and SHRA (Self-help Resource Association of BC) – *United We Float: Celebrating Diversity and Community*
United Way of the Lower Mainland – *Partners in Organizational Development 1999/00*
Urban Youth Alliance Society – *Urban Unity: A Youth Anti-Racism Training Program*
Vancouver Area Human Rights Coalition Society – *Prevention, Advocacy and Equity; An Anti-Racist Strategy*
Vancouver Holocaust Education Centre (VHEC) – *Bring Our Memories With Us*
Vancouver Second Mile Society – *Elder's Anti-Racsm Project (Year Two)*
Vancouver Youth Theatre Society – *Harmony*
Victoria Immigrant and Refugee Centre Society (VIRCS) – *Youth Forum 2000*
West Coast LEAF Association – *Transforming Women's Future: Equality Rights in the new Century – A National Forum*
Westcoast Coalition for Human Dignity – *School Based Responses to Hate-Phase II*
West End Community Centre Association – *Many Voices.*

1999/2000 BC SETTLEMENT AND INTEGRATION PROGRAM (SIP)

This program recognizes that the settlement of new immigrants can sometimes be a difficult and lengthy process and that, in many cases specialized services are required to assist new arrivals. The program supports the successful settlement and integration of immigrants through contributions toward non-profit agencies in BC that provide direct settlement services.

In addition to $2,500,000 in provincial funds, as of April 1, 1999, the province became responsible for the administration of a further $23,373,000 formerly distributed throughout the province for immigration settlement and integration services by Citizenship and Immigration Canada (federal government). The 1999-2000 budget for the Settlement and Integration Program totalled approximately $26,000,000 and included funds for English language instruction for immigrants throughout BC.

The BC Settlement and Integration Program is divided into several streams for the purpose of efficient administration. Funds provided for under streams 1, 2 and 4, totalling approximately $5,900,000 made possible the following services and initiatives:

- Initial assessment, orientation, information provision and subsequent referral
- Basic life skills training and education on topics that will assist with the process of settlement and integration
- Interpretation and translation
- Advocacy
- Linking to mainstream services
- Initial counselling supports to deal with adjustment challenges, such as significant life change, intergenerational conflict and changing family roles
- The building of bridges between the host communities and newcomers
- Sectoral support, innovations and delivery assistance.

53 organizations received funding in streams 1, 2 and 4 for 106 services and initiatives throughout BC.

Stream 3, or English Language Service for Adults (ELSA), totalling approximately $20,100,000, represented the largest portion of BC Settlement and Integration Program funds during 1999-2000.

56 non-profit organizations and public and private institutions received funding to provide English language instruction to immigrants in BC.

Recipients of 1999/2000 BCSIP

Abbotsford Community Services – *Friendship Across Cultures (FACES) Program – HOST Program; Settlement Workers; English Language Service for Adults (ELSA)*
Affiliation of Multicultural Societies and Service Agencies of BC (AMSSA) – *Immigrant Integration Coordinating Committee (IICC) & IICC Regional Development Project*
British Columbia Settlement and Integration Workers Association (BCSIWA) – *Sectoral Support for Practitioners; Training of Professionals Working with Kosovar Refugees*
Burnaby College – *English Language Service for Adults (ELSA)*
Burnaby Family Life Institute – *ESL/Preschool-Spanish Speaking; Immigrant Women's Support Group*
Burnaby Multicultural Society (BMS) – *Information and Orientation Settlement Workers and Outreach Worker/Program Manager*
Camosun College – *Interurban Campus (ESL Department) – English Language Service for Adults (ELSA)*
Campbell River and Area Multicultural and Immigrant Services Association – *Adult English Language Program; Multicultural Outreach and Family Support Worker; Settlement and Interpretation Services and Drop-in Resource Centre*

Programs

Canadian Business English Institute (CBEI) – *English Language Service for Adults (ELSA)*
Central Vancouver Island Multicultural Society – *Youth Program, Women's Program, Vietnamese Outreach, Immigrant Settlement Services; English Language Service for Adults (ELSA)*
Chilliwack Community Services – *Settlement and Integration Services; English Language Service for Adults (ELSA)*
College of New Caledonia (Mackenzie Campus) – *English Language Service for Adults (ELSA)*
College of New Caledonia (Nechako Campus) – *English Language Service for Adults (ELSA)*
College of New Caledonia (Prince George Campus/Burns Lake Campus) – *English Language Service for Adults (ELSA)*
College of the Rockies (Golden Campus) – *English Language Service for Adults (ELSA)*
Collingwood Neighbourhood House – *Settlement Services Coordinator; Youth Buddy Program; English Language Service for Adults (ELSA)*
Comox Valley Family Services – *Immigrant Program and Immigrant Support*
Coquitlam Continuing Education – *English Language Service for Adults (ELSA)*
Cowichan Valley Intercultural and Immigrant Aid Society – *Community Access Program; English Language Service for Adults (ELSA)*
Downtown Eastside Youth Activities Society (DEYAS) – *Advocacy and Orientation, Settlement Worker-Spanish Speaking*
Excel Educational Centre – *English Language Service for Adults (ELSA)*
Family Education and Support Centre (Maple Ridge) – *Multicultural Settlement and Integration Worker*
Family Services of Greater Vancouver (Richmond Office) – *Richmond Somali Project*
Family Services of the North Shore – *Immigrant Family Support Program*
Frog Hollow Neighbourhood House – *Youth Connection; English Language Service for Adults (ELSA)*
Gladwin Language Centre – *English Language Service for Adults (ELSA)*
Hispanic Community Centre Society of BC – *"Sister Families Service"*
Immigrant and Multicultural Services Society of Prince George – *Community ESL Classes for Seniors and Women; Settlement Worker*
Immigrant Services Society of BC (ISS) – *Advocacy and Orientation, Settlement Worker-Spanish (SOS Program); Community Bridging Program; Community Settlement Counselors; Coordinator/Counselor for the Multicultural Family; Employment Assistance Program: Work Express, Fast Track and Career Focus Project; Kosovar Community Settlement Workers; The Kosovar Community Capacity Building Process – Phase I; Vietnamese Youth Worker-Women at Risk; English Language Service for Adults (ELSA)*
Inland Refugee Society of BC – *Program Service Coordinator*
Inter-Cultural Association of Greater Victoria (ICA) – *Immigrant Youth, Seniors and Women's Groups; Information and Support Services for Immigrants; Volunteer Community Bridging Program; English Language Service for Adults (ELSA)*
Jewish Community Centre – *English Language Service for Adults (ELSA)*
Jewish Family Service Agency – *Canadian Ways*
Kamloops Cariboo Regional Immigrant Society – *Community ESL; Merritt Outreach Information and Support; Settlement and Integration Project; English Language Service for Adults (ELSA)*
Kester Grant College – *English Language Service for Adults (ELSA)*
Kiwassa Neighbourhood House – *Chinese Immigrant Family Support Program; Seniors' Health, Settlement and Integration; Youth Cultural Buddy Program*
Kwantlen University College – *English Language Service for Adults (ELSA)*
Langley Family Services – *Immigrant Settlement Program; English Language Service for Adults (ELSA)*
Little Mountain Neighbourhood House – *African, Vietnamese, Latin American Cross Cultural Settlement Workers; English Language Service for Adults (ELSA)*
Lower Mainland Purpose Society for Youth and Families – *Asian Youth Worker*
Mennonite Central Committee BC – *Fraser Valley Settlement Worker; Vancouver Settlement Worker and Assistant*
Multicultural Family Centre (at REACH Community Health Centre) – *African Women and Children's Program*
Multicultural Society of Kelowna (MSK) – *Coordinator of Volunteer Programs; HOST Program; Settlement Work Programs; English Language Service for Adults (ELSA)*
Multilingual Orientation Service Association for Immigrant Communities (MOSAIC) – *African Francophone Settlement/Outreach Worker; Bilingual Counselling Services (9) and African Francophone; Coordination of Services to the African Communities; MOSAIC Community Volunteer Program; Vietnamese Counseling and Family Support Initiative; Working Group on Poverty; English Language Service for Adults (ELSA)*
New Directions (Vocational Testing and Counselling Services) – *English Language Service for Adults (ELSA)*
North Island College – *English Language Service for Adults (ELSA)*
North Shore Continuing Education – *English Language Service for Adults (ELSA)*
North Shore Multicultural Society – *ESL Program with Childcare for Immigrant/Refugee Women; HOST Program; Settlement Services; Volunteer Coordinator*
Northwest Community College (Houston Campus) – *English Language Service for Adults (ELSA)*
Okanagan University College (Revelstoke Campus) – *English Language Service for Adults (ELSA)*
Okanagan University College – Salmon Arm (Continuing Education) – *English Language Service for Adults (ELSA)*
Open Learning Agency – *Walk a Mile: The Immigrant Experience in Canada*
Options: Services to Communities Society – *Settlement Services – South Asian, Spanish and Korean Settlement Workers*
Options Unlimited Career Centre Inc. – *English Language Service for Adults (ELSA)*
Pacific Immigrant Resources Society (PIRS) – *Language/Orientation/Support Programs for Immigrant Women; English Language Service for Adults (ELSA)*
Penticton and District Multicultural Society (PDMS) – *Community Bridging: Host and Buddy Programs; Settlement Workers; English Language Service for Adults (ELSA)*
People's Law School Society – *Cultural Minorities Program*
Progressive Intercultural Community Services Society (PICS) – *Homebound Women's Program*
Ray Cam Cooperative Centre – *Buddy Program; Caring Communities*
Richmond Connections Information and Volunteer Society – *Richmond Host Program*
Richmond Multicultural Concerns Society – *South Asian, East European, Filipino Counselling; English Language Service for Adults (ELSA)*
Riley Park Community Association – *Buddy Pairing Program*
School District #28 (Quesnel) – *English Language Service for Adults (ELSA)*
School District #36 (Surrey) – *English Language Service for Adults (ELSA)*
School District #37 (Delta) – *English Language Service for Adults (ELSA)*
School District #38 (Richmond) – *English Language Service for Adults (ELSA)*
School District #41 (Burnaby) – *English Language Service for Adults (ELSA)*
School District #42 (Maple Ridge – Pitt Meadows) – *English Language Service for Adults (ELSA)*
South Vancouver Neighbourhood House (SVNH) – *Cultural Buddy Program; Settlement Outreach Workers; English Language Service for Adults (ELSA)*
Surrey Delta Immigrant Services Society (SDISS) – *Albanian Speaking Settlement Counsellor; Community Youth Outreach Program; Family Counseling Program; Host Program; Job Finding Club; Multicultural Women's Programs; Settlement Information and Support Service; Settlement Project for Refugees and Claimants; English Language Service for Adults (ELSA)*

Programs

Tenants' Rights Action Coalition – *Multilingual Housing Information Project*

United Chinese Community Enrichment Services Society (SUCCESS) – *Family and Support Services (Tri-City); Family and Youth Counselling and Support Services in Richmond; Host Program Burnaby – Coquitlam; Madarin-Speaking Immigrant Adjustment Counselling Support Services (Vancouver); Multicultural Volunteer Project (Tri-City); Newcomers Integration Network for Tri-City; Settlement and Integration Service Vancouver; Settlement and Integration Services for Newcomers in Richmond; Settlement Integration and Employment Services; Small Business/Self-Employment Orientation and Integration Service; English Language Service for Adults (ELSA)*

University College of the Cariboo (Williams Lake Campus) – *English Language Service for Adults (ELSA)*

Vancouver Association for the Survivors of Torture (VAST) – *Adjustment Support Coordinator; VAST Therapeutic Team Coordination Project*

Vancouver Association of Chinese Canadians (VACC) – *Chinese Settlement Project*

Vancouver Community College – *English Language Service for Adults (ELSA)*

Vancouver Formosa Academy Ltd. – *English Language Service for Adults (ELSA)*

Vanwest College – *English Language Service for Adults (ELSA)*

Vernon and District Immigrant Services Society – *Settlement, Adaptation, and Integration Services; English Language Service for Adults (ELSA)*

Victoria Read Society – *English Language Service for Adults (ELSA)*

Victoria Immigrant and Refugee Centre Society (VIRCS) – *Settlement Program; Support and Resources for Immigrant Students (SARIS) Project*

Vocational Language Training Centre (VLTC) – *English Language Service for Adults (ELSA)*

West Coast Domestic Workers' Association – *Outreach and Training Program for Domestic Workers Outside the Lower Mainland*

Westcoast English Language Centre (Surrey/Coquitlam Campus) – *English Language Service for Adults (ELSA)*

Westcoast English Language Centre (Yaletown Campus) – *English Language Service for Adults (ELSA)*

West End Community Centre Association – *Immigrant Buddy Pairing Program*

Westcoast Multicultural and Diversity Services – *Early Childhood Multicultural and Settlement Program*

Windsor Education Academy Inc. – *English Language Service for Adults (ELSA)*

Y.M.C.A. of Greater Vancouver – *English Language Service for Adults (ELSA)*

Advisory Council on Multiculturalism

Message from the Chair

This Annual Report of the Advisory Council on Multiculturalism covers the period from March 1999 to March 2000.

Council began the year by again doing a needs analysis to discover priorities in the area of multiculturalism and anti-racism. We again named three committees to expedite these priorities. These committees were: Public Policy and Partnerships, chaired by Hernan Mendoza; Education, chaired by Chiara Anselmo; and Public Awareness, chaired by Sandy Dore. These committees developed significant recommendations that were accepted by the Council. Members demonstrated a high level of commitment to discussions and to the hard work of writing these recommendations. Much priority was given to achieving mutual respect, cultural understanding and equality of opportunity for all citizens in British Columbia.

The Chair participated with Multiculturalism BC staff in forums on social justice in Oliver, Nanaimo and Quesnel. He also attended a workshop for Chairs of Advisories, Boards and Commissions in Victoria; a consultation arranged by the Community Liaison Division of the Ministry; an interministerial conference in Victoria; as well as several useful discussions with the staff of Multiculturalism BC.

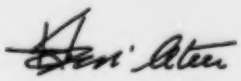
The Council found that multiculturalism is the celebration of cultures, the inclusion of all people in our communities, and a racism-free society that emphasizes conflict resolution. It is the care of people first and of inanimate things second. It is the right to belong, to achieve recognition and identity, and to live in a cultural democracy that is peaceful, prosperous and inclusive. It is about maintaining a stable population, establishing a growing tax base and increasing the skills and education of the work force. We want all British Columbians to join us in promoting a strong, exciting and inclusive province and a free, prosperous and harmonious Canada. Multiculturalism is not just for visible minorities or new immigrants. It is a way of life for everyone.

Multiculturalism today is about seeking respect, inclusion and cooperation in order to reach common goals. We have learned that in unity there is strength and mutually accepted values. Multiculturalism is about good business that has global implications. Understanding other cultures is a powerful approach to expanding trade within our own country and with other countries. Multiculturalism is about human rights, fairness and justice. There is a general desire for a gentle, cooperative and friendly society. Multiculturalism is about systemic change in organizations and communities. Cultural diversity needs to exist at top leadership levels of organizations and to provide respected role models as key decision-makers.

Over the last few years, the Council has drafted several pivotal recommendations that have been accepted and transformed into actions that have benefited everyone in the province. These recommendations have varied from actions to be taken to ensure that all school districts have policies on multiculturalism and anti-racism, to recognition of Ministries and Crown corporations who have demonstrated equal opportunity in the workplace, to programs and publications with respect to Hate Crimes, to the availability of grants for immigrant settlement and multiculturalism, to the myths and facts of multiculturalism and to working together to shape Canada.

In general, we are dealing in an open manner with anti-racism and anti-hate laws. Resources are being provided in these important areas and there is a growing sentiment against hate crimes. Recently we have heard from some sources that racism is on the increase. As our cultural diversity increases, people who previously lived and worked in monocultural settings are now realizing they will need to associate with people of several cultures. This is disconcerting for some people and we must help them adjust. In this adjustment will come an appreciation of the richness of cultures and the knowledge that together we can build a successful and cooperative province and country.

Respectfully submitted,



Ken McAteer, Chair
Advisory Council
on Multiculturalism

Report and Recommendations

The following is a summary of Council recommendations from the 1999-2000 report to the Minister.

Public Policy and Partnerships:

- That the Advisory Council on Multiculturalism be included in partnership with Multiculturalism BC, the Communications Branch, Community Liaison Division and Immigration Policy, Planning and Research Division on events and activities. Further, that the members be included and notified in a timely manner of events and consultations occurring in their communities.
- That Multiculturalism BC play a pivotal role within government and Crown corporations so that staff positions that advance multiculturalism be retained and further strengthened through direct reporting of progress at regular senior management meetings. Further, that these organizations be assisted with strategic planning, rewards and measures of success in their business plans as developed by senior management and promoted at all levels of the organization.
- That employment equity be made an Act of the Legislature.
- That the Ministry of Multiculturalism and Immigration continue its efforts to develop partnerships that include the public and private sector as well as the aboriginal communities in order to create and sustain a common vision of inclusiveness.
- That the Ministry of Multiculturalism and Immigration continue to analyze which projects are beneficial to different regions and to utilize this analysis to create and promote partnerships and public awareness with emphasis on northern and isolated communities where there is a strong need for more Ministry visibility.

Education:

- That we encourage the Ministry of Multiculturalism and Immigration and the Ministry of Education to hold regular meetings, with representation from the Advisory Council on Multiculturalism to discuss priorities with respect to multicultural curriculum in British Columbia schools and the use of Multiculturalism BC as a vehicle in promoting this curriculum.
- That we encourage the Minister of Multiculturalism and Immigration to encourage the Minister of Education to mandate multicultural and anti-racism courses in Teacher Education Programs in colleges and universities.
- That we encourage the Minister of Multiculturalism and Immigration to encourage the Minister of Education to provide simplified resources for parents in the areas of multiculturalism and anti-racism.
- That the Minister of Multiculturalism and Immigration encourage the Minister of Education to increase funds and resources so that teachers at all levels of the education system (secondary, post-secondary and especially elementary) can teach multiculturalism and anti-racism in classrooms.

1999-2000 Advisory Council on Multiculturalism Members

Mohammed Alam, Surrey
Chiara Anselmo, Kamloops
Lachhmandass Bali, Delta
Barbara Binns, Vancouver – **Vice Chair**
David Dickson, Williams Lake
Sandy Dore, Kelowna
Thomas Ferguson, Vancouver
Nicole Hennessey, Nanaimo
Ambrose Hsiung, Vancouver
Winston Joseph, Port Alberni
Tatsuo Kage, Vancouver
Emma Maria Lagerstrom, Mission
Nina Law, Victoria
Jason Lee, Vancouver
Tamara Levental, North Vancouver
Leslie Louie, Vancouver
Annette Maurice, Prince George
Ken McAteer, Burnaby – **Chair**
Hernan Mendoza, New Westminster
Rajinder Pandher, Burnaby
Jenny Petropoulos, Victoria
Farina Reinprecht, Richmond
Marisa Romilly, North Vancouver
Carolyn Shields, Surrey
Walter Siempelkamp, White Rock
J. Paul Stevenson, Vancouver
Lakhbir Singh Takhar, Surrey
Manel Weeratunge, Quesnel
Alex Wishlow, Creston

Report and Recommendations

Public Awareness:

- That the Ministry of Multiculturalism and Immigration continue to ensure that major events, such as those recognizing Multiculturalism Week and the Day for the Elimination of Racism, be strategically promoted in centers across the province.
- That we ask members of the Advisory Council on Multiculturalism to obtain input from communities so they can be better prepared to advise the Minister of Multiculturalism. This could be facilitated by the Ministry of Multiculturalism and Immigration providing the Advisory Council with individualized business cards.
- That we ask the Ministry of Multiculturalism and Immigration to publicize positive outcomes that result from advice given by the Advisory Council on Multiculturalism.
- That we encourage the Ministry of Multiculturalism and Immigration to encourage immigration and cultural diversity in order to achieve greater economic vitality.
- That we encourage the Ministry of Multiculturalism and Immigration to periodically publicize in effective local media, a request for public input regarding multiculturalism and racism in order to effect change and to improve general conditions for all citizens.
- That we encourage the Ministry of Multiculturalism and Immigration to continue and to expand the Ministry's leadership role in education and in awareness with respect to systemic racism within the public and private sector.

Ministry Reports

Aboriginal Affairs

EXECUTIVE SUMMARY

The Ministry of Aboriginal Affairs' commitment to multiculturalism is reflected in the ministry's Employment Equity Action Plan. The ministry is committed to creating a work environment that reflects, respects and values a diversity of all British Columbians by:

- Ensuring active participation in the Inter-ministerial Multiculturalism Committee.
- Circulating information and resource material throughout the Ministry to promote awareness.
- Supporting staff attending ethnic employee association meetings.
- Encourage employees to attend workshops on cultural awareness sessions and training.
- Ensuring fairness and equity in the ministry's programs and policies.
- Ensuring recruitment and selection process is free of systemic barriers by ensuring an employment equity representative is involved in the process.
- Promoting a workplace of trust where employees treat one another with respect and dignity.

CORPORATE COMMITMENT

The Ministry of Aboriginal Affairs' commitment to the principles stated in the Multiculturalism Act includes a commitment to creating a work environment that values and reflects the diversity of the population of British Columbia. The ministry's corporate support for multiculturalism is reflected in both employment equity initiatives and the expectation that all employees act in a way which demonstrates respect for all individuals regardless of ethnicity.

The Ministry continues to support multiculturalism by ensuring active participation in the Inter-ministerial Multiculturalism Committee.

MINISTRY GOALS AND OBJECTIVES

The Ministry has a primary responsibility for treaty negotiations in the province of British Columbia. Through treaties and other negotiated agreements, the ministry works with other agencies and First Nations to enhance self-reliance in aboriginal communities both on and off reserve.

The Ministry's multiculturalism goals include:

- fostering a work environment which promotes cross-cultural understanding, embraces the principles of human rights and the elimination of discrimination and racism;
- Attaining a workforce that is representative at all levels that reflects the ethnic diversity among the BC population.

COMMUNICATION

The Ministry's Annual Report on Multiculturalism is available to all ministry employees through electronic access. The Ministry will continue to offer training to staff to sensitively employ communication skills appropriate to managing a diverse workforce.

Communications about current equity issues, such as the Ministry's Employment Equity Action Plan, workforce survey results, mentoring program, offerings of education and awareness sessions, updates on multicultural initiatives, are posted under the electronic employee announcement file folder, to promote awareness and understanding of the challenges related to providing culturally sensitive services to members of the diverse population of British Columbia.

Educational materials promoting awareness of cultural diversity, including posters promoting Multiculturalism Week, Aboriginal Awareness Day and the Multiculturalism monthly calendar of events are displayed.

REVIEW AND EVALUATION OF LEGISLATION, PROGRAMS, SERVICES AND POLICIES

Ministry of Aboriginal Affairs' human resource policies and procedures continue to be reviewed. The Ministry has two programs (First Citizens' Fund and the First Peoples' Heritage, Language and Culture Advisory Council) which are specifically for aboriginal peoples. The Ministry continues to review these programs for multicultural issues and make recommendations to Executive, where necessary, on ways to improve delivery.

Many branches within the ministry continue to enrich their work environment by hiring both auxiliary employees, regular employees and co-op students from diverse cultural backgrounds.

The Human Resources Branch advertises position vacancies with friendship centres, band offices and other multicultural outreach organizations.

Aboriginal Affairs

AWARENESS/EDUCATION SESSIONS

The Ministry has an adequate training and development budget along with a diverse video library. Training in employment equity is included in training plans. The ministry delivered Aboriginal Cultural Awareness sessions and will continue to encourage employees to participate in and promote these and other equity sessions.

SIGNIFICANT PROGRAMS AND INITIATIVES

The ministry's employment equity implementation committee continues to meet monthly with representatives from the Aboriginal Employees Association, the Visible Minorities Employee Association and Employees with Disabilities Association. Human Resources Branch advertises a wide range of articles, websites, and videos on all aspects of diversity.

OVERVIEW OF PROGRESS/ADDITIONAL COMMENTS

The Ministry respects the unique, culturally defined needs of various client populations. The Ministry also recognizes that its programs and services must be delivered in a culturally competent manner. The Ministry will continue to look for ways to enhance its delivery system and to make recommendations for change as needed.

Recruitment strategies to hire new staff from multicultural communities continue to be reviewed for effectiveness.

ANNUAL BUSINESS PLAN

NAME AND DESCRIPTION OF ACTIVITY	QUARTER TO BE COMPLETED BY
Offer workshops which continue to expand cultural knowledge of First Nations and assist ministries in adapting services to meet the needs of First Nations.	Ongoing
Communicate to our client's realistic levels of service on a program basis.	Ongoing
Encourage the use of plain language that is as inclusive as possible.	Ongoing
Review the Ministry's two programs (First Citizens' Fund and the First Peoples' Heritage, Language and Culture Advisory Council) and make recommendations on ways to improve delivery.	Ongoing
Train employees from diverse backgrounds to participate on hiring panels	Ongoing
Continue to support the "Valuing and Welcoming Diversity" Discoverability, culturally responsive delivery and Reasonable accommodation sessions offered by the Employee Learning Services. Continue to use culturally responsive service programs through PSERC.	Ongoing
Utilize remedial measures and barrier identification and removal actions as identified in the Employment Systems Review to increase employment and retention of designated group members.	Ongoing
Promote multiculturalism through distribution of articles, clippings of interest and posters for display.	Ongoing
Reports quarterly on Ministries progress and communicate progress to all staff	Quarterly
To give preference on hiring auxiliary staff to EE groups in occupations they under represented	Ongoing
Continue to update links from the ministry's internet website for both employees and public to access equity related sites.	Ongoing

Advanced Education, Training and Technology

EXECUTIVE SUMMARY

The Ministry of Advanced Education, Training and Technology was created in February of 1998 to provide leadership and support for an advanced education and training system that provides all British Columbians with opportunities to develop the skills and knowledge they need to live productive and fulfilling lives, and to contribute to the changing economic, social and cultural life of our Province.

The Ministry is organized into two Divisions: Post Secondary Education and Policy Services. Management Services Division, housed in the Ministry of Education, provides corporate financial, administrative, human resources, information management, and information and privacy services to the Ministry, as well as to the Ministries of Education and Labour and the Industry Training and Apprenticeship Commission.

MAETT's multiculturalism policy is based on the Public Service Employee Relations Commission policy, which welcomes and values diversity in the workplace and ensures that individuals are treated with respect and dignity.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Ongoing implementation of a strategic plan for the college and institute sector to meet the increasingly diverse needs of learners and the complex demands of society.
- Promoting multiculturalism through Institution Based Training activities, such as English Language Training Combined Skills, First Nations Access, and foreign credential assessment.
- Providing 14 scholarships to high school students with a high academic standing to go towards a two-year program at a United World College.
- Providing construction/renovations skills to 12 women from the Nakazdli Band in Fort St. James to enable them to develop hands-on construction skills, coupled with training and support in entrepreneurship and employability skills.
- Funding the South Asian Women's Project at Kwantlen University College through the Skills for Employment Program. This project provided training specifically for immigrant women.
- Promoting staff training in sessions such as Culturally Responsive Service Delivery and Discrimination and Harassment Prevention Awareness.
- Improving employment equity through hiring new auxiliary employees from the designated equity groups.

Corporate Commitment and Implementation

The Ministry works to ensure that policy and program development and implementation reflect the diversity of our Province and represent the emerging needs of all British Columbians. Wherever possible, Ministry staff work with partners in Government, such as Multiculturalism BC, to support the development, distribution and implementation of resources that enhance multiculturalism throughout the advanced education system.

The Ministry continues to build and maintain a post-secondary education and training system that promotes cross-cultural understanding, positive race relations, good citizenship and social harmony both internally and with external partners and stakeholders by:

- directly supporting multiculturalism programs;
- engaging in on-going consultation with post-secondary education partners and stakeholders on multicultural issues;
- keeping staff informed about staff training and development activity on diversity; and
- making the workplace more accessible and representative of the general workforce through fair and equitable hiring practices.

These practices are reflected in the Ministry's 2000-2001 Performance Plan[1]. The Plan sets out the goals and strategic objectives for the Ministry during the 2000/01 fiscal year. Contained within the Plan are specific initiatives which address multicultural objectives. The Ministry has also identified several initiatives related to the objective of achieving equity and diversity, and to addressing the needs of the designated equity groups (aboriginal people, people with disabilities, women, and visible minorities).

The Ministry's annual report focuses on five key areas of performance common to both the post-secondary education and skills development sectors: competence, completion, transition, satisfaction, and equity. This focus has permitted improvement in the relative clarity with which equity is defined and facilitates presentation of information about overall results and results by equity groups.

Communication Activities

The Human Resources Branch continues to:

- update staff on multicultural events taking place around the Province such as forums and Black History Month;

[1] *The Ministry's 2000-2001 Performance Plan can be found at: http://www.aett.gov.bc.ca/annualreports/2000-01business_plan.pdf*

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- fax the monthly Multiculturalism BC Calendar of Events to all branches;
- update staff regarding staff training and development programs on diversity, such as, Culturally Responsive Service Delivery and Discrimination and Harassment Prevention Awareness; and
- ensure the workplace continues to be accessible and representative of the general workforce through fair and equitable hiring practices.

Staff Development and Training

PROGRAM TITLE AND DESCRIPTION	TARGET GROUP	DEPARTMENT/ BRANCH	NUMBER OF PARTICIPANTS
Discrimination and Harassment Prevention Awareness: Competencies addressed: Model and promote a work environment and practices that support the Human Rights Code and equity and diversity policies and procedures.	All Ministry employees	Course costs paid by Human Resources Branch.	12 participants
Culturally Responsive Service Delivery: Competencies addressed: Deliver Government programs and services in a manner that is sensitive and responsive to the multicultural reality of BC, and thereby meeting the requirements of the *Multiculturalism Act.*	All Ministry employees	Course costs paid by Human Resources Branch.	1 participant
Preferential Hiring of Auxiliary Initiative: The Ministry of Advanced Education, Training and Technology received approval of their request in October 1999 to the BC Human Rights Commission to give preference to qualified candidates for all auxiliary positions from designated groups that are under-represented within the Ministry.	Aboriginal; visible minorities; persons with disabilities; women at levels where they are under-represented.	All branches	2 auxiliaries hired from designated groups from October 1999 to March 2000.

Post-Secondary Education Division

Curriculum Materials

The Centre for Curriculum, Transfer and Technology is a non-profit society funded by the Ministry of Advanced Education, Training and Technology (MAETT). The Centre's diversity, inclusion and internationalization curriculum products have been developed in partnership with MAETT and the Province's post-secondary education institutions as well as with the public and private sectors. One example is Gender and Diversity: Creating Inclusion in the College Environment. This project produced a workshop outline and an accompanying Facilitator's Guide. Products include handbooks, curriculum outlines, annotated bibliographies and learning resource material. For abstracts and ordering information on these diversity, inclusion and internationalization products, visit http://www.ctt.bc.ca/curric/diversity/index.html the Centre's Web site.

English Language Training

English Language Training (ELT) programs are offered at 16 public post-secondary institutions across British Columbia enabling many British Columbians to participate more fully in Canadian society and to access training programs and employment opportunities. Programs range from ELT Literacy for learners who are not literate in their first language to Academic ELT for learners who are entering university programs. ELT Combined Skills programs integrate language skills with job specific skills for a variety of occupations. For learners who already possess specific job skills, there are Vocational ELT programs.

Programs are offered through a variety of delivery methods. Some institutions offer ELT Outreach, which provides community-based ELT. English as a Second Language (ESL) Outreach provides ESL to women who are not able to take ESL courses outside of their homes or communities (often due to child care responsibilities, disapproval of other family members, self-censure/lack of confidence).

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There is a growing interest in the use of computers and the Internet in ELT. The Open Learning Agency offers ELT via telephone tutors and has a telecourse for intermediate ELT learners. In general, ESL programs are delivered in a way which is sensitive to issues experienced by immigrant women.

Prior Learning Assessment

Prior Learning Assessment (PLA) assesses an individual's demonstrated knowledge, skills, and abilities, regardless of where or how the learning occurred, for the purposes of granting credit at a post-secondary institution. PLA continues to improve access to post-secondary education for many learners who previously had difficulty receiving recognition in Canada for their knowledge and credentials. In 1999/00, the Ministry provided a total of $520,000 in PLA grants to 25 participating post-secondary institutions, plus $123,660 for provincial training, coordination and resource development related to PLA and $190,000 for PLA Enhancement Project grants.

Implementation of the Aboriginal Post Secondary Education and Training Policy Framework

The Ministry of Advanced Education, Training and Technology supports a number of programs and activities that promote the recruitment, retention and participation of aboriginal learners in the post-secondary education system. The Aboriginal Post-Secondary Education and Training Policy Framework outlines the Government's commitment to aboriginal post-secondary initiatives. There are a wide range of aboriginal-specific programs offered at public post-secondary institutions ranging from Adult Basic Education to University Transfer.

The Ministry also supports a number of access programs, cultural awareness activities, staff training, aboriginal curriculum development. The Ministry also provides funding for First Nations coordinators at various public post-secondary institutions. Over the years, the Ministry has focused on ensuring the development of partnerships between post-secondary institutions and aboriginal communities/organizations to build capacity for self-government and ensure relevant, quality educational experiences for all learners.

Campus Personal Safety Initiative

The Post-Secondary Division has continued its work on the Campus Personal Safety Initiative. With support from the Ministry, 24 public post-secondary institutions continue to develop and implement a broad range of initiatives to ensure a more welcoming, safe and inclusive campuses for students, staff and faculty who are vulnerable to discrimination or harassment. A number of institutions implemented multicultural policies to embed the principles of the Campus Personal Safety Initiative into their institutional culture and to ensure accountability for inclusion at all levels. Diversity committees and task forces were coordinated in several institutions to ensure an ongoing, proactive approach to the promotion of inclusion and the reduction of barriers to ~~an~~ equitable studying and working environment.

The Campus Personal Safety Initiative was introduced by the Ministry in the mid-1990s as a response to growing public awareness that women and other traditionally under-represented groups were experiencing fears of physical and psychological violence while pursuing post-secondary education.

International Education

International Education, a key component of Charting a New Course, creates opportunities for British Columbians to develop international knowledge, skills and abilities, in order to compete in a global marketplace. Through a variety of strategic initiatives, International Education establishes and strengthens connections in education, government and industry around the world. The presence and participation of international students in BC classrooms helps to enrich the learning environment, enhances the educational experience of all students, and contributes to the social and economic development of BC communities. The total economic impact of International Education in BC is currently estimated to be between $350-400M annually. In 1997/98, the last year for which statistics are available, foreign students enrolled in BC's education system numbered 12,600.

United World College Scholarship Program

The United World College Scholarship Program, administered by the Student Services Branch, awards 14 scholarships annually to high school students with a high academic standing. These scholarships support a two-year program, at a United World College, leading to the International Baccalaureate which is accepted by major international universities as equivalent to the final year of senior secondary school and the first year of university. The goal of the United World Colleges is for students to gain an understanding and appreciation of other cultures while allowing them to participate in a unique educational experience.

Of the 14 scholarships, worth $318,000, awarded in 1999/00, eight students attended the Lester B. Pearson College of the Pacific in Victoria, BC, two students attended the Li Po Chun United World College of Hong Kong, two stu-

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dents attended the United World College of the Adriatic in Trieste, Italy and two students attended the United World College of the Atlantic in South Wales.

Adult Literacy Cost-Shared Program

This program is a federal-provincial partnership between the National Literacy Secretariat of Human Resources Development Canada and the Ministry of Advanced Education, Training and Technology. Grants are given on an annual basis for community adult literacy activities to anglophone, francophone and aboriginal groups in partnership with a college, university-college, Nicola Valley Institute of Technology or the Open Learning Agency.

College, Institute, and Agency System Strategic Plan, Charting A New Course

The Post Secondary Education Division of the Ministry of Advanced Education, Training and Technology, in collaboration with the colleges, institutes and agencies, continued the implementation of Charting A New Course, a strategic plan for the college, institute, and agency system in BC. It is acknowledged in the Plan that changes are required to meet the increasingly diverse needs of learners and the complex demands of society. Within the goals of relevance, quality and access, the Plan outlines the objective of reducing attitudinal and physical barriers and, at the same time, providing learning opportunities for non-traditional learners and others who may face systemic barriers to entering and completing post-secondary education and training including visible minorities. Social awareness continues to be a major strategy within Charting A New Course, and is developed by increasing the learner's ability to acquire knowledge of societal issues so as to promote broader social awareness and acceptance.

New Program Review Process

Educational approval for new non-degree (certificate and diploma) programs at BC public post-secondary institutions is provided through the new program review process within the Ministry. Proposed new programs are reviewed by an internal committee, which looks at system coordination, institutional "fit" with existing programs/expertise, labour market information, financial implications/cost effectiveness, and overlap and duplication in the system. New program proposals are expected to include a description of how the curriculum reflects diversity; accessibility to equity groups; and provides students with an awareness of and an ability to operate in an international context, e.g. cross-cultural communication skills, and international business practices.

Educational Technology/Distributed Learning

The provincial post-secondary education system is using new technologies to enhance its capacity as a networked delivery system. Distributed learning is an approach to education and training that blends suitable educational technologies with campus-based delivery, open learning systems, and distance education. The approach gives instructors the flexibility to customize learning environments to meet the needs of diverse student populations, while aiming to provide both high-quality and cost-effective learning opportunities.

A number of initiatives related to the growth of distributed learning and the use of educational technology are currently in place in the Province, including: alternative delivery for many university and college programs (e.g. approximately 1,300 courses are available through distributed learning, including 250 online courses, and others are being developed); Open Learning Agency programs; the expansion of the Provincial Learning Network; and the services provided by the Centre for Curriculum, Transfer and Technology.

The Ministry of Advanced Education, Training and Technology, in partnership with BC's colleges and institutes, is currently developing an educational technology policy framework that will be released in spring 2000.

International Credential Evaluation Service

The International Credential Evaluation Service (ICES), partly funded by the Ministry of Advanced Education, Training and Technology, is offered by the Open Learning Agency. ICES provides assessments of education and training documents for professional occupations held by immigrants to Canada and by Canadians who have completed studies abroad. A variety of reports are issued to assist clients in accessing both employment and further post-secondary education and training.

Since its inception in January 1996, the services of ICES have been in great demand; ICES has completed over 5,000 credential evaluations. From April 1, 1999 to March 31, 2000, ICES served 2,650 clients and completed 2,115 new assessments. Employers and other organizations have also recognized the value of ICES, and over 50 different professional organizations and post-secondary institutions now require an ICES evaluation of credentials obtained outside of BC or Canada.

BC Benefits – Post Secondary Division

Institution Based Training (IBT) funding provides access to personal and academic supports for BC Benefits students at 18 post-secondary institutions. Activities promoting

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multiculturalism supported either directly or indirectly through IBT funding include English Language Training (ELT) Combined Skills, First Nations access, and foreign credential assessment. Ongoing evaluation of multicultural needs provides direction for the development of IBT supports and activities.

Skills for Employment Program

The Skills for Employment Program (SEP) was established to support the public post-secondary institutions in responding to emergent training needs of individuals requiring training to make a transition to the workplace. A SEP program at Kwantlen University College was funded last year for the South Asian Women's Project. This project is ongoing to September, 2000, and will provide training specifically for immigrant women.

Policy Services Division

The Policy Services Division of the Ministry of Advanced Education, Training and Technology provides corporate services to the Ministry in the areas of:

- policy, planning and legislation;
- federal/provincial relations;
- research, evaluation and accountability; and,
- youth programs.

The Policy Services Division mainly provides leadership and support to program areas in general policy development and strategic planning. In this capacity, the Division guides policy and planning processes and ensures that they reflect the needs of a diverse student and client population served by post-secondary education and skills training programs and services. The Policy Services Division supports the integration of equity principles and practices that includes multiculturalism and disability issues.

The Division is also responsible for delivering two youth programs and for the operations of the Youth Office which coordinates all youth programming across Government. Although youth programs do not target visible minorities per se, these programs do provide opportunities for them.

Policy, Planning and Legislation

Policy and planning activities which impact multicultural issues are addressed where necessary. All requests for legislation are examined for the proposal's impact on multiculturalism.

Student Summer Works

The Student Summer Works Program (SSW) is an employment and training program for secondary and post-secondary students that reimburses employers a portion of the students' wages. In 1999 SSW provided summer employment opportunities for 5,537 students. Of these, 436 students self-identified as members of an equity group, 220 (4%) identified themselves as members of a visible minority and 141 (2.5%) identified themselves as aboriginal descent.

Youth Community Action

Youth Community Action (YCA) provides youth aged 15 to 24 with work experience opportunities for credits toward tuition costs for post-secondary studies. The main objectives of the YCA program are to: increase the number of youth who complete their studies with work experience, encourage youth to complete high school and pursue post-secondary education or training and make post-secondary studies more affordable. Of the 2,178 youth participating in the 1999 YCA program, 57 identified themselves as aboriginal (2.6% of the program total) and 476 identified themselves as members of a visible minority (21.85% of the program total) for a total of 533 youth.

Labour Market Development Agreement

In April 1997 the Province signed a Labour Market Development Agreement (LMDA) with the Federal Government that provides for shared responsibility or "co-management" over active labour market programs available under the *Employment Insurance Act*. Program delivery responsibility remains with the Federal Government.

One of the objectives set out in the LMDA is that "equity principles with respect to the members of under-represented groups will be respected in the design and delivery of programs and services." In consultation with federal, provincial and non-governmental organizations, Equity Principles were developed to provide a clearer articulation of the commitment of the LMDA to eliminate barriers to employment for women, aboriginal peoples, persons with disabilities and members of visible minorities.

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In addition, a goal of LMDA programming is "to address employment concerns relating to occupational integration of under-represented groups, and other client groups identified by Canada and British Columbia."

The Agreement calls for the development of sub-provincial plans in all areas of the Province. A priority in the development of these plans is to work closely with communities and under-represented groups, such as women, persons with disabilities, aboriginal people and recent immigrants, to ensure programs and services are transparent, accessible and appropriate to equity groups. The equity principles will be used to assist local planning and investment strategies and to provide a reference by which achievement or realization of the principles of equity can be assessed.

Industry Training and Apprenticeship Commission

The Industry Training and Apprenticeship Commission (ITAC) is a partnership of business, labour, education and training, and Government, and represents an expanded, industry-driven and learner-centred system that is working to integrate entry level trades training and apprenticeship into a cohesive system.

One of the objectives of ITAC is to increase the participation of women, people with disabilities, aboriginal people, youth, older workers and members of racial minorities in designated trades and occupations. The Commission has a Task Group for Under-Represented Groups and ITAC has allocated $600,000 to fund programs to further this objective in fiscal 2000/01.

There have been several examples of success in this area. Women in Trades and Technology (WITT) Programs is an ITAC sponsored pilot project at North Island College in Courtenay aimed at mainly aboriginal women in northern Vancouver Island. It provided an overview of various trades, including hands-on practical training, to enable women to consider career choices or new directions from an informed perspective.

Nakazdli Tsek'hu provided construction/renovations skills to 12 women from the Nakazdli Band in Fort St. James to enable them to develop hands-on construction skills, coupled with training and support in entrepreneurship and employability skills. Everyone finished the program and of the 12, three entered full-time apprenticeships with local tradespeople, while five of the others joined together to form their own renovation company, Tsek'hu Construction. (Tsek'hu means women.)

ITAC supports and finances a number of innovative pilot projects, including one that supports training for young aboriginal people in computer support roles and web development skills. Another program introduces the concept of apprenticeship and trades-training to students in Grades 6 and 10.

Commission staff participate in an inter-jurisdictional Steering Committee on Labour Market Issues for Immigrants to BC. ITAC is also working with various partners to develop a conference in the fall of 2000 to promote new and more effective approaches to prior learning assessment and recognition.

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The Ministry of Advanced Education, Training and Technology works to ensure that policy and program development and implementation reflect the diversity of our Province and represent the emerging needs of all British Columbians. Wherever possible, Ministry staff work with partners in Government, such as Multiculturalism BC, to support the development, distribution and implementation of resources that enhance multiculturalism throughout the advanced education system.

The Ministry continues to build and maintain a post-secondary education and training system that promotes cross-cultural understanding, positive race relations, good citizenship and social harmony both internally and with external partners and stakeholders by:

- directly supporting multiculturalism programs;
- engaging in on-going consultation with post-secondary education partners and stakeholders on multicultural issues;
- keeping staff informed about staff training and development activity on diversity; and
- making the workplace more accessible and representative of the general workforce through fair and equitable hiring practices.

The Ministry's 2000/2001 Performance Plan[1] outlines the Ministry's vision, mission and mandate. It sets out the goals and strategic objectives for the Ministry during the 2000/01 fiscal year. Contained within the Performance Plan are specific initiatives which address multicultural objectives. These initiatives focus on improving the post-secondary education and training system and enhancing the internal organization of the Ministry, and have been attached below. (Excerpted from pages 23, 24, 32 of the Performance Plan.)

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The Ministry has also identified several initiatives related to the objectives of achieving equity and diversity, and to addressing the needs of the designated equity groups (Aboriginal people, people with disabilities, women, and visible minorities). These equity and diversity initiatives are not included in this Plan.

GOAL: A WELL-EDUCATED CITIZENRY AND LABOUR FORCE

STRATEGIC OBJECTIVE – TO ELIMINATE BARRIERS AFFECTING THE PARTICIPATION OF LEARNERS

MAJOR PROGRAM OUTCOMES	INITIATIVES	PERFORMANCE MEASURES	TARGETS
• Participation of aboriginal people in post-secondary education will increase.	• Aboriginal Policy Framework, including targeted funding for programs for aboriginal learners, support for public aboriginally controlled institutions.	• Number and percentage of aboriginal population participating in post-secondary education • Number of programs • Enrolments at Institute of Indigenous Governments (IIG) and Nicola Valley Institute of Technology (NVIT) • Outcomes of aboriginal students.	• Participation rate of aboriginal learners at or above that of the general population.
• Access for targeted groups will improve – Learners with disabilities – Workplace integration for visible minorities – Disadvantaged groups (older workers, rural, low-income) – Recent immigrants – Participation of aboriginal youth in education and training programs.	• Youth Options BC programming • First Nations coordinators (colleges and institutes) • Assistance program for students with disabilities.	• Student FTEs by identified group or institution • Best practices initiatives • Successful transition to employment • Number of visible minority and disabled persons in workforce • Recognition of foreign credentials • Number of English Language Training (ELT) seats.	• Increase participation rates for all targeted groups.

GOAL: A WELL-MANAGED ORGANIZATION

STRATEGIC OBJECTIVE – TO PROVIDE MINISTRY STAFF WITH THE RESOURCES, TRAINING, TOOLS AND SUPPORTS NEEDED TO PERFORM THEIR DUTIES EFFECTIVELY AND EFFICIENTLY

MAJOR PROGRAM OUTCOMES	INITIATIVES	PERFORMANCE MEASURES	TARGETS
• Ministry staff will be representative of BC's population.	• Implementation of new, policy supporting Employment Equity (EE) in auxiliary staff hire • Director and Branch Supervisors to support EE procedure in branches.	• Every auxiliary hire to reflect initial review of EE groups • Increased number of auxiliary staff hired from EE groups • Increased number of regular staff hired from auxiliary EE groups.	• Improved representation of population.

Agriculture and Food

EXECUTIVE SUMMARY

During fiscal 99/00 the Ministry of Agriculture and Food (MAF) continued in its commitment to multiculturalism, initiating a number of successful activities that assisted staff to better serve the public. The ministry regularly solicited input from its client communities throughout the province to ensure that the programs and services offered were responsible to their specific needs. MAF sought to increase awareness of multicultural issues by distributing materials promoting diversity; as well, staff was provided with training opportunities that encouraged them to build on their understanding and appreciation of cultural diversity and the elimination of racism.

Multiculturalism is the responsibility of the Executive Director, Corporate Services and this position reports directly to the Deputy Minister. Budget in support of multiculturalism is not impacted by reductions. During fiscal 99/00 MAF was assigned 333 FTEs. The ministry's annual Strategic Plan includes multiculturalism objectives.

The ministry also strives to ensure diversity of representation on appointed boards and commissions. In particular, it has continued multicultural representation on its two major regulatory entities; the Land Reserve Commission and the British Columbia Marketing Board to encourage cross-cultural initiatives in these areas. There is similar representation on the Okanagan Tree Fruit Authority.

In cases where there is strong ethnic representation, in particular commodity groups, representation on industry councils has been focussed to include these groups proportional to their role in the industry. The British Columbia Blueberry Council and British Columbia Raspberry Industry Development Council both have 50% ethnic representation to reflect this practice.

CORPORATE COMMITMENT

The ministry recognizes and values the presence of diversity in the communities it serves. The Ministry Executive endorses the principles of multiculturalism, notably:

- Promoting enhanced understanding and acceptance of cultural diversity amongst staff;
- Ensuring fairness and equity in programs and policies; and,
- Providing services of high quality, that meet client expectations, in a courteous and professional manner.

MINISTRY GOALS AND OBJECTIVES

The agriculture and food industry continues to be one of the most dynamic growth sectors in British Columbia. The industry's impact, both in terms of viable jobs and valuable social-cultural benefits, is felt deeply in communities throughout every region of the province.

The ministry recognizes the importance of farming as an economic driver and as a way of life, so it is shifting to a more strategic role to support, develop and help sustain a vibrant, self-sufficient industry. Making that fundamental shift, will help create a positive climate for agricultural and food production success.

The ministry's strategy is based on two priorities; industry development and resource management. Ministry staff concentrate on making sure that each specific agri-food sector benefits from more efficient use of ministry and other available resources.

OUTREACH/COMMUNICATION

The following activities help to promote multiculturalism:

- Two regional programs (Crop Insurance and Plant Health) have established multiculturalism criteria when hiring employees in order to facilitate communications to the Indo-Canadian farming community.
- The Communications Branch worked to ensure that all ministry public information and display materials reflected diversity where appropriate. For example, the agri-food policy document titled "Growing our Future" was also published in Punjabi during 1999/00.
- In response to the needs of their client communities, branches throughout the ministry developed plain-English publications and, where appropriate, translations of fact sheets and newsletters. For example:
  a) MAF berry newsletters, which include summaries of articles in Punjabi, were widely circulated.
  b) Mandarin and Punjabi editions of the "Pesticide Safety and Pest Management" manual were available to producers.
  c) The Agriculture Risk Management Branch offered Punjabi and Portuguese "Fact Sheets" on several of its programs.
  d) The ministry cooperated on the production of a news release in Punjabi on changes to Employment Standards Legislation to ensure Indo-Canadian agriculture workers and farmers were aware of changes to the Act.
  e) A Punjabi-language version of the video "A Grower's Guide to Pruning High Bush Blueberries" continued to be available to producers.

Agriculture and Food

AWARENESS/EDUCATION SESSIONS

Initiatives undertaken during 1999/2000 included:

- MAF offices throughout the province regularly received educational materials promoting awareness of cultural diversity, including posters and communiqués that drew attention to such events as Multiculturalism Week and the Day for the Elimination of Racism.
- Attendance of the Working Forum on Multiculturalism at Royal Roads University by the ministry's Executive Sponsor.
- A number of staff members attended "Valuing & Welcoming Diversity in the Workplace" along with "Discrimination Prevention" which assisted front-line staff, to better serve a culturally diverse clientele.
- Some multiculturalism objectives are encompassed within the ministry's Employment Equity Program. Which includes the policy of equitable recruitment practices which emphasize, that discrimination based on ethnicity, color, race and religion is not acceptable.
- "Morning Line" (the ministry's electronic bulletin board) notices were posted on upcoming meetings and events sponsored by the BC Government's Visible Minority Employees' Association.

POLICIES, PROGRAMS AND SERVICES

The following programs and initiatives assisted the ministry to provide quality service to its client communities in fiscal 1999/00.

- A "sprayer tune-up" project, which provided information on both the set-up and calibration of pesticide application equipment, was offered in both English and Punjabi. In addition to providing valuable information to producers, this project also helped protect human health and the environment.
- Special measures were taken to encourage Indo-Canadians to participate in Tree Fruit Production Guide meetings
- Recruitment, selection, performance evaluation and contract processes are reviewed to identify and remove cultural biases.
- "Openness, trust receptiveness, understanding, concern for others, respect and honesty" are part of the "Values, Principles and Dynamics" of the 4-H Program. Specific 4-H events, such as Provincial 4-H Club Week and Youth Action, emphasized these values to the membership.
- Throughout the ministry, consultation with local communities was ongoing to ensure equitable access to services and programs.

The ministry participated in three job fairs that were attended in large part by a culturally diverse population. Ministry staff were able to spend time providing useful information on who to contact in various components of the agriculture industry to help further career goals.

ANNUAL BUSINESS PLAN

Base Activities

- Consult with client communities for feedback on ministry policies, programs and services;
- Promote multiculturalism through the distribution of articles, clippings of interest and posters for display. Utilize ministry Intranet, when available;
- Recognize and promote "The Day for the Elimination of Racism" and "Multiculturalism Week";
- Where feasible, ensure that public information and display materials reflect diversity;
- Support related staff training and awareness sessions, budget permitting;
- Take into consideration that appointments to Agencies, Boards and Commissions should reflect the cultural diversity of the clients and communities being served;
- Participate on the Inter-Ministerial Multiculturalism committee;
- Offer translated articles, fact sheets and other publications to the public, as required;
- Address corporate goals and objectives regarding multiculturalism, along with other programs associated with diversity issues, in ministry strategic plans and annual business plans.

Special Initiative

- Complete an internal assessment of Multiculturalism program within the ministry.

Fiscal 2001/2002

- Continue with base activities as shown in Fiscal 2000/2001.
- Develop additional action plans to address shortfalls revealed in the internal assessment.
- Conduct survey within diverse cultural organizations/client groups to measure their satisfaction with ministry's Action Plan activities.

Fiscal 2002/2003

- Continue with base activities.
- Complete any outstanding actions to address feedback from client survey.

Attorney General

EXECUTIVE SUMMARY

The Ministry of Attorney General's 1999/00 Annual Report on Multiculturalism highlights activities to implement B.C.'s Multiculturalism Act from April 1, 1999 to March 31, 2000. Our report reflects the mandate of the Ministry of Attorney General to provide a broad range of services all citizens in British Columbia. Notable achievements include:

- integration of the goals of multiculturalism into both the Ministry's three-year Strategic Plan and our annual business plan; and
- a clear corporate commitment to the public and to ministry staff with respect to the goals and objectives of multiculturalism.

Given the size and scope of the Ministry's responsibilities, we have highlighted only some of the specific activities and accomplishments of the Ministry and our funded agencies to demonstrate our progress.

HIGHLIGHTS AND ACCOMPLISHMENTS

Introduction

The Ministry of Attorney General is responsible for the administration and delivery of justice services throughout British Columbia. Until February 2000, the Ministry of Attorney General was also responsible for Multiculturalism and Immigration. At that time government created a new ministry which amalgamated Multiculturalism, Immigration and the Public Service Employee Relations Commission.

The diverse range of services provided by the ministry are delivered to the entire populace of the province. Wherever possible our programs have been specifically adapted for the special needs of those in remote areas, those whose first language is not English, and for people who may experience barriers accessing services because of disabilities, age, culture or other reasons. The Ministry of Attorney General continues to enhance our understanding and appreciation of cultural diversity and continuously strives to modify and improve ministry programs and services to ensure they are delivered in a manner which recognizes and is sensitive to the multicultural reality of the province.

The Ministry fosters a diverse workplace through our commitment to employment equity and provides multicultural leadership to communities directly and through funded services and agencies.

- *April 13, 1999*

The Attorney General commemorated Holocaust Memorial Day (Yom Ha Shoah). B.C. is only the second jurisdiction outside of Israel to officially recognize Holocaust Memorial Day.

- *June 11, 1999*

Parenting After Separation is a free, three-hour workshop offered by the provincial government to help those adjusting to separation and divorce. The AG launched the Cantonese and Mandarin versions of the program to meet the needs of the Chinese community. In some Lower Mainland communities, the program is also offered in Punjabi and Hindi.

- *September 23, 1999*

The Deputy Attorney General in partnership with Multiculturalism BC, then associated with the Ministry of Attorney General, hosted a one-day working forum on Multiculturalism. Deputy Ministers and the CEO's of Crown Corporations were requested to participate and to invite the staff responsible for multiculturalism within their organizations to attend.

- *November 28, 1999*

B.C. hosted Canada's justice ministers. Hate crime was one of the key agenda items.

- *December 10 1999*

BC Human Rights Champions Awards were launched on December 10, 1999. The award is sponsored by the minister responsible for human rights in partnership with the Provincial Specialist Association (PSA) Council and the Social Justice Advisory Committee of the British Columbia Teachers' Federation (BCTF). In this, the inaugural year, awards were presented to 342 children and youth in British Columbia for their outstanding actions in promoting and defending human rights.

- *December 20, 1999*

B.C. swore in its first Aboriginal police department (stl' atl' imx – pronounced SLAT-lee-um) with full jurisdictional authority. The tribal police now have sole jurisdiction in 10 First Nation communities from Lillooet to Pemberton. In this way, government is recognizing that First Nations want their policing services run by people who fully understand their culture, traditions, issues, and needs.

Corporate Commitment

During the reporting period, the Ministry of Attorney General had a staff complement of 5,650 regular and 1,100 auxiliary Full Time Equivalents (FTEs). The Executive Director of Policy, Planning and Legislation has been, and continues to be the Executive Sponsor for Multiculturalism in the Ministry of Attorney General. The Ministry has

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an Equity and Diversity Advisory Committee chaired by the Assistant Deputy Minister of Management Services. Many of the goals of multiculturalism are advanced through the work of this committee. Each of the Assistant Deputy Ministers/Executive Directors responsible for the Ministry's nine branches is required, as part of their performance objectives, to report annually on their progress and achievements in a number of areas including equity, diversity and multiculturalism.

The Ministry of Attorney General is the largest ministry of the provincial government. Given our size, the complex and diverse range of programs we provide and the geographic area covered, we have chosen to provide only examples of the projects, products and initiatives to highlight our accomplishments during the 1999/2000 year. However it should be noted that the Ministry has generally integrated the goals of multiculturalism into our programs and services wherever possible and many initiatives have been undertaken during this reporting period which are not mentioned in this report.

Ministry of Attorney General Activities

Community Justice Branch

- In collaboration with various community groups, Victim Services Division developed a video and resource guide entitled "Supporting Women from Diverse Cultures Who have Experienced Violence." This project was recognized for its contribution to Multiculturalism at the Working Forum in September 1999.

Corrections Branch

- The UN High Commissioner for Refugees has recognized Corrections Branch staff for its critical role in providing immigration detention to large numbers of Chinese migrants. Earlier this year, the Regional Legal Officer for UNHCR claimed "the humane treatment by B.C. Corrections staff has helped to bring more dignity to the circumstances of asylum seekers living in detention."
- The Family Justice Services Division provides services and information about child custody, access, guardianship and support. To ensure cross-cultural issues are addressed, the Division works with multicultural groups. The Division also contracts community agencies in the Lower Mainland to deliver Parenting After Separation programs in Cantonese, Mandarin, Punjabi and Hindi. These programs meet the needs of parents among a range of ethnocultural and linguistic groups.
- A variety of programs operate in correctional centres to respond to the needs and interests of aboriginal inmates. On June 19, the Attorney General participated in the dedication of a new healing sweat lodge at Vancouver Island Regional Correctional Centre (VIRCC). The dedication was sponsored by the Victoria Native Friendship Centre, on behalf of the Inmate Native Brotherhood, and the VIRCC Community Advisory Board. The sweat lodge will support healing and learning the traditional ways, which include respect for all life and races.
- Corrections Branch policy allows cultural practices in correctional centres (e.g. diet, dress) unless these practices pose a health or safety risk.
- Correctional centre chaplains arrange for religious services by spiritual leaders from various faith communities. Depending on demand, these services may be regularly scheduled or provided as needed.
- Interpretation services are offered by adult custody and community corrections staff and interpreters from outside the Corrections Branch. These services meet the needs of a linguistically diverse client base.
- Corrections Branch is a partner in culturally specific programs for assaultive husbands. These programs reflect the language and traditions of communities involved.
- Cultural diversity training is provided to all new probation officer and correctional officer recruits through the Employment Readiness Programs of the Corrections and Community Justice Division (JIBC).
- The Branch seeks to increase recruitment of people from visible minorities and aboriginal communities by:
  - Hiring a recruitment officer who targets recruitment from these groups and communities;
  - Inviting staff in local areas to actively encourage members of designated equity groups to apply for vacant positions; and
  - Targeting these groups and communities when recruiting staff for new correctional centres such as the Vancouver Jail, North Fraser Pretrial Centre and Okanagan Corrections Centre.
  - On behalf of the Corrections Branch, the Corrections and Community Justice Division (JIBC) continues to undertake a number of recruitment and training activities to help the branch attain a workforce that is representative of the diverse population it serves.

Policy, Planning and Legislation Branch

- "End Hate Crime" brochures were published in Chinese, Korean, Punjabi, Spanish and Vietnamese.
- A report was prepared and submitted through the federal government to the UN regarding British Columbia's progress on the implementation of the UN Convention on the Elimination of All Forms of Racial Discrimination.
- A plan was developed to link police, victim-serving groups and the provincial Hate Crime Team.
- The first Annual Report on Hate Crime was completed.

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Public Safety and Regulatory Branch

- In addition to their many publications in other languages, the Provincial Emergency Program (PEP) produced "Flood Precautions for Homeowners" and the "Disaster Financial Assistance Program" brochures in French, Spanish, Korean, Chinese, Punjabi, German, Vietnamese, and Japanese.

Statutory Agencies Activities

B.C. Human Rights Advisory Council

- The Council held four public meetings in fiscal 1999/00:
  Vancouver – April 9-10, 1999
  Prince George – June 4-5, 1999
  Kamloops – February 10-11, 2000
  Fort Saint John – February 25, 2000
- The meetings included members of the public who made submissions on a number of issues including racism, Aboriginal issues, situations of discrimination faced by refugees and members of visible minority groups.
- The Council submitted its first Annual Report to the Minister in June 1999.

B.C. Human Rights Commission

- The Commission is accountable to the Attorney General. However, the Commission is independent of Government and reports separately.

Agencies Funded by Ministry of Attorney General

Law Courts Education Society (LCES)

- The Society provided community workshops and outreach sessions including 291 outreach of British Columbia sessions to schools, native and other communities.
- LCES organized 34 Courtlinks for native, youth at risk and multicultural communities involving 1,166 youth in 55 days of activities and 171 activities.
- The Court Information Program for immigrants provided 6,843 information/referral services to 3,590 Vietnamese, Chinese, Hispanic and South Asian clients covering 6 courthouses.
- The Northern Native Public Legal Education and Information (NNPLEI) Program organized bimonthly telephone meetings of NNPLEI Committee and one retreat. They also held 9 community workshops involving 193 participants. Their outreach programs included 48 classroom presentations involving 1,155 students and 94 teachers/supervisors.
- The Parenting After Separation (PAS) Program partnered with two immigrant service agencies to develop and deliver specialized PAS programs for the Chinese and South Asian communities.
- LCES published the *Parenting After Separation* handbooks in English, French, Punjabi and Chinese.
- The "Parenting After Separation" video "You're Still Mum and Dad" was subtitled in Chinese. and it is currently being subtitled in Punjabi.
- LCES organized or participated in justice system education programs for 142 visiting dignitaries (mostly judges) in 38 groups from China, Taiwan, the United States, Australia, Great Britain and Canada.

The People's Law School

- The Justice Theatre Schools Tours Program performed for 37,800 young people in elementary and high schools, including presentations on the topic of hate crime.
- The Cultural Minorities Program served 9,773 people.
- "Caring for Children" was reprinted in Punjabi and "Scams to Avoid" was produced in Chinese, Punjabi, Persian, Spanish, and Korean.
- Publications are mailed directly to immigrant-serving organizations and advocacy groups as well as being available in public libraries, and through Legal Services Society, Law Courts Education and the Alzheimer Society of BC.
- Demand for these publications is demonstrated through requests for 2,109 copies of "Caring for Children" (Chinese), 1,901 copies of "BC Child Support" (Chinese) and 1,287 copies (Punjabi). Also provided were 2,247 copies of the Justice Canada booklet "Abuse is Wrong in Any Language".
- The People's Law Schools also freely distributes publications of other organizations including: "The Citizenship Handbook," a multi-lingual production of the BC Civil Liberties Association "Speaking of Abuse," a joint multi-lingual production of the Ministry of Attorney General, Legal Services Society, and the Justice Institute, and "Introduction to the Canadian Court System," a multi-lingual publication by the Law Courts Education Society.
- A 4-member Cultural Minorities Program provided key information about how to function in Canada's legal environment in immigrant languages, where possible, or to English-speaking immigrant settlement workers, English as a Second Language (ESL) teachers, and others who serve immigrant communities.
- Law-related speakers on topics such as Child Support Guidelines or landlord/tenant law are provided for immigrant students in ESL classes, immigrant job-training clubs (on employment standards legislation, for example), and law-related training for immigrant settlement workers and other intermediaries.

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- Program staff have worked, in varying degrees, in co-sponsoring PLEI events in the following linguistic communities: Afghan, African (Somali) Arabic, Cantonese, Filipino, former Yugoslavian, Japanese, Korean, Mandarin, Persian, Polish, Punjabi, Russian, Spanish, and Vietnamese.
- Cultural Minorities Program staff continue to expand the reach of the program by working with the ethnic media – 191 law-related media events were organized including 26 articles in newspapers and magazines, 69 TV programs and 96 radio programs.

THREE-YEAR STRATEGIC PLAN

The Ministry of Attorney General has a three-year Strategic Plan for the period 1998 – 2001. Our Mission Statement states that "the Ministry of Attorney General will deliver programs within its constitutional responsibilities which protect the safety and security of British Columbians and maintain an independent, impartial and accessible justice system...." Included in our Vision Statement is the declaration that "diverse cultures are valued and respected." Also articulated in our Strategic Plan is the recognition that the "Ministry must adapt to an ever-changing environment in order to deliver effective and efficient services to all British Columbians." B.C. receives a high volume of international immigrants, many of whom are unfamiliar with the structure and principles of our justice system. They often bring different expectations and special needs for legal education, translation and interpretation services.

The Ministry of Attorney General strives to increase the number of members of visible minorities represented in our workforce. The Ministry has a three-year Equity and Diversity Strategic Plan for the period 1998 – 2000. This plan introduced service equity as a parallel element to Employment Equity. The objective of Employment Equity is to recruit, promote and retain public service employees who reflect the diversity of British Columbians. To assist in accomplishing this goal, the Ministry adopted a one-year recruitment project in October 1999 which gives preference to people from the four target groups, which includes visible minorities. The success of this undertaking has not yet been assessed. Service Equity recognizes the diversity of the population served and requires ministry services to be provided in ways that are responsive to the realities of B.C.'s diverse population.

ANNUAL BUSINESS PLAN

The Ministry of Attorney General Performance Plan for 2000/2001 will advance the objectives of multiculturalism through broad goals such as:

- Ensure timely and effective processing of criminal cases by establishing active partnerships with communities and municipalities in the delivery of justice services;
- Ensure that victims' needs are acknowledged and served throughout the criminal justice process by creating and enhancing victim service programs so they are accessible throughout the province;
- Protect the rights of all members of society, particularly those who are more vulnerable by supporting the effective and efficient enforcement of the Human Rights Code and by supporting justice initiatives appropriate to the needs of First Nations;
- Improve the efficiency of all Ministry operations by supporting employee training; and
- Develop a supportive and productive workplace environment by ensuring human resource planning and equity objectives are integral parts of performance plans, attracting and maintaining a diverse workforce by removing artificial barriers, employing flexible employment policies.

BC Human Rights Commission

EXECUTIVE SUMMARY

Through the *BC Human Rights Code*, the BC Human Rights Commission is mandated to administer the Code to achieve the following objectives:

a) to foster a society in British Columbia in which there are no impediments to full and free participation in the economic, social, political and cultural life of British Columbia;
b) to promote a climate of understanding and mutual respect where all are equal in dignity and rights;
c) to prevent discrimination prohibited by the Code;
d) to identify and eliminate persistent patterns of inequality associated with discrimination prohibited by the Code;
e) to provide a means of redress for those persons who are discriminated against contrary to the Code;
f) to monitor progress in achieving equality in British Columbia;
g) to create mechanisms for providing the information, education and advice necessary to achieve the above purposes.

To that end, the *Code* prohibits racial and other types of discrimination in the areas of public service, employment and tenancy. The Commission works towards the elimination of racial discrimination in British Columbia through its internal and public educational efforts, and through enforcing compliance with the *Code*.

In 1998, the BC Human Rights Commission developed and publicized its five-year Strategic Plan. Inherent in the Strategic Plan is the pursuit of equality and a commitment to working with stakeholders to achieve the goals set out in the *Code*.

The Strategic Plan sets out certain measurable objectives, called "Critical Success Indicators". In the past year as with our current business plan, the Commission continues to focus its resources and efforts towards achieving these goals.

For example, the Commission has committed to reducing racial barriers to employment hiring, promotion and retention in the provincial government. To that end, the Commission has held a series of public forums on this issue and has approved several special programs designed to meet this objective. In addition, the Commission publicized the "Racism Fact Sheet", a document designed to raise awareness of a person's right to live free from racial discrimination.

The Commission has also committed to reduce workplace harassment in BC contrary to the *Code*, by increasing the percentage of employers with anti-harassment policies, practices and training to 100%. The Commission's "Preventing Harassment In the Workplace", the ongoing presentations and workshops to employers and job-seekers, and the regular consultations with employers to improve their policies and deal with harassment internally, all contribute to meeting this objective.

The Commission has also committed to reducing barriers in K-12 education system for Aboriginal persons, by improving the rate of successful completion of grades 8,10 & 12 by Aboriginal persons equal to provincial average. In the upcoming year, the Commission will undertake a research project and public consultations as a first step to identifying the underlying causes for the high drop-our rate of Aboriginal students and to develop a strategy to address these issues.

HIGHLIGHTS AND ACCOMPLISHMENTS

Policy Planning and Evaluation

Race Complaints Project:
The Race Complaints Committee was established in response to concerns raised in the community that human rights complaints alleging discrimination based on race, colour, ancestry, and place of origin were being disproportionately dismissed. The Committee is composed of staff representing each of the Commission's program areas, a representative from Multiculturalism BC, and a member of the Human Rights Advisory Council. In the last year, the Committee commissioned a researcher to review selected complaint files and identify common themes which may contribute to explaining why the ratio of dismissals is different for this type of complaint. This research was completed and a report setting out the raw data was made to the Committee. Follow up on the report continues. The Committee has also completed a literature review.

Downtown Eastside Pilot Project
A pilot project in the Downtown Eastside of Vancouver ran from early May to the end of October 1999. Recognizing that social condition, disability, culture and other factors made it very difficult for people living in this area to deal with the Commission, the project was designed to determine if a local presence would enable people to access the protection of the *Human Rights Code*. The objective was to raise awareness of the *Human Rights Code* and to assist residents of the Downtown Eastside to file and resolve complaints of discrimination.

Many people came to see the staff assigned to this project specifically because they had trouble with or believed they were being treated badly by welfare officials. In these

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cases, a human rights complaint was thought of as a back door, last resort way of trying to affect a change with welfare after other avenues of appeal were exhausted. In general the complaints did not fall within the jurisdiction of the *Human Rights Code* although they were significant and critical issues nonetheless. Fighting discrimination was a not a primary focus for people when a lack of food, shelter and money was also an issue – even though the lack was sometimes the result of earlier discrimination.

Education and Communication

Public Opinion Survey
The BC Human Rights Commission conducted the first ever public survey of British Columbian's awareness of their right and responsibilities under the *BC Human Rights Code*; their access to the BC Human Rights Commission; and how they respond to discrimination when it occurs. The survey results highlighted areas in which the Commission can improve its education and communication efforts. For example, the most important piece of information captured by the survey was the high discrimination incident rates and lower levels of awareness of the BC Human Rights Commission outside the Lower Mainland and Victoria. The BC Human Rights Commission is incorporating the results of this survey into all aspects of its communication and education planning.

A Call for Action: Combatting Hate in British Columbia
On November 16, 1999, the International Day for Tolerance, the Commission released *A Call for Action: Combatting Hate in British Columbia*. The report illustrates how youth are targeted by hate groups and asks citizens to increase pressure on governments and communities to put fighting hate at the top of their priority. Specifically, the report recommends that the legislative amendments put forward by the Federal/Provincial/Territorial Working Group on Diversity, Equality and Justice be adopted by the federal minister of justice. The amendments include:

- making possession of hate propaganda with the intention of promoting hatred a crime;
- allowing the seizure of computer hard drives that contain hate propaganda;
- including computer disks, hard drives and the Internet within the law's definition of "public place" and "possession";
- establishing a definition of hatred that applies to all provinces; and
- expanding the list of identifiable groups in the *Criminal Code* to include national origin, language, sex, mental or physical ability, sexual orientation or any other similar factor.

The Commission also added three of its own recommended amendments, including that clarification of provisions regarding hate as an aggravating factor to be considered in sentencing; that defence of religious belief to be modified to ensure hatred is not being perpetrated under the guise of religion; and that hate convictions should be shown on criminal records. *A Call for Hate* puts the responsibility for combating hate on the shoulders of the communities themselves. Through education and community-based anti-hate activities, people can make a difference in their communities.

Racism Fact Sheet
The Commission published and distributed the Racism Fact Sheet. This educational resource defines racism, provides examples of racism in the workplace, tenancy and public services. The fact sheet encourages responses to racism, from taking a stand against racism, supporting victims of racism and filing a formal human rights complaint.

People's Law School, Justice Theatre
Justice theatre is a yearly theatre production hosted by the People's Law School. The BC Human Rights Commission provides funding towards Justice Theatre's production at the Pacific National Exhibition. By doing a play around the human rights tribunal process, Justice Theatre not only educates the public about the human rights process, but also educates on a specific human rights issue. In 1999, Justice Theatre dramatized a human rights hearing into a complaint of discrimination in employment on the basis of both sexual harassment and racism.

Presentations and Workshops
Throughout the year, businesses, community agencies, educational institutes, and government request workshops and presentations on various human rights themes ranging from the human rights complaint process to workplace harassment. The Commission accommodates the majority of these requests. During 1999/2000, Commission staff made over 80 presentations to groups ranging in size from seven to 200. With these presentations and workshops, the Commission continues with its mandate to educate the public on their rights and responsibilities under the *Human Rights Code*.

Special Programs Approvals
Through Section 43 of the BC Human Rights Code, employers can develop and implement employment equity and special programs to ameliorate the situation of historically disadvantaged groups such as visible minorities and Aboriginal people. The Office of the Deputy Chief Commissioner not only grants approvals for these programs, it also advises employers on the appropriate development and implementation of these programs. The fol-

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lowing programs highlight some of the Special Programs and Employment Equity plans approved by the Commission during 1999-2000.

i. The Ministry of Energy and Mines received approval to give preference to visible minorities, Aboriginal people, people with disabilities and women, when hiring auxiliary staff.
ii. The Vancouver/Richmond Health Board received approval to hire an Aboriginal nurse to work as part of a drug and alcohol program for pregnant women, their children and partners.
iii. The Ministry of Health and Ministry Responsible for Seniors received approval of its program to give preference, wen hiring auxiliary staff, to visible minorities, Aboriginal people and people with disabilities.
iv. The Legal Services Society of BC received approval of its program to hire people of Aboriginal ancestry to staff the Vancouver Aboriginal Law Centre.

Staff Training and Education

The Commission provides ongoing information to staff regarding multiculturalism and racial discrimination. Staff and management are routinely updated on current case law and legal developments in the area of racial discrimination.

In addition, Commission staff meetings are frequently used as an opportunity to inform staff of the work of equality seeking community organizations and advocacy groups. In the last year the Commission staff invited the Intercultural Association of Victoria, the Progressive Intercultural Society of Vancouver, the Equal Opportunity Secretariat, and the Hate Crimes Unit to make presentations about their organizations and their work to all Commission staff.

In November 1999, the Commission engaged Puente Theatre (Victoria) to present an interactive theatre presentation designed to show the cultural barriers which the Commission's complaints process may raise. Puente Theatre specializes in the theatre of the oppressed and has special interest in Latin and South America.

In March 2000, a cross-cultural consultant delivered cross-cultural training to all investigative staff.

Community Outreach

Aboriginal Outreach Program
Launched in 1998, the Aboriginal Outreach Program began with the release of *Human Rights My Rights: A Video for Aboriginal People.* The work continued in 1999/2000 with a conference held in partnership with the Sto:lo Nation in Mission. The one-day conference was designed for members of the Sto:lo Nation and organizations working with it. The Conference, held on October 11, 1999, discussed how to use the education system to reduce racism, women's issues and the role of both the Canadian and BC human rights commissions in addressing discrimination. The Commission sees the Sto:lo Human Rights Conference as the first in a series of events that will make contact with as many members of BC's diverse Aboriginal community to help them use the BC Human Rights Code and the Commission to fight and prevent discrimination.

Supporting community-initiated human rights activities
Throughout the Commission's five year Strategic Plan, working in partnership with community is key to achieving all of the Commissions goals and objectives. To that end, the Commission supports community-initiated human rights activities. During 1999-2000, the Commission funded and participated in the following events:

- National Aboriginal Day, June 21, 1999. The Commission joined Aboriginal communities and other groups in this celebration of the contribution of Aboriginal people to B.C.
- Anti-Racism Online Conference, February 18/19, 2000: This innovative cyber conference brought together students, activists, teachers and other professionals to develop a better understanding of information technologies and how they affect human rights.
- Celebrating Our Differences – Walk for Unity and Educating Against Racism Conference, March 17 and 18, 2000: These two events, held in conjunction with the International Day for the Elimination of Racism (March 17) with the support of the Commission, made up the second annual *Eracism.* The conference, a new addition to the event, featured free workshops designed to eliminate racism in the local community. The Walk for Unity was on the second day of *Eracism*, which included music, dancing, food and displays.

THREE-YEAR STRATEGIC PLAN

As reported to Multiculturalism BC in last year's report, the BC Human Rights Commission developed and continues to implement its Strategic Plan 1998 – 2003. Inherent in the Strategic Plan is the pursuit of equality for all British Columbians. The Plan forms the basis for all of the Commission's business planning and policy and programs reviews.

The Strategic Plan outlines the Commission's mission for 1998-2003. Specifically, to be a leader in breaking new ground and stimulating change in achieving equality and eliminating discriminatory attitudes and practices.
By 2003, the Commission will:

BC Human Rights Commission

- Achieve significant breakthroughs in removing barriers to full participation in society.
- Improve the quality of and increase the choices available for resolving human rights disputes
- Raise awareness and increase acceptance of human rights and responsibilities through education and communication
- Stimulate significant variety of community-initiated human rights actions and improvements.

To measure our success in achieving our mission, the Commission has established Critical Success Indicators in a variety of areas. The following Critical Success Indicators are those specific to multiculturalism:

- Reduce racial barriers to employment hiring, promotion and retention in the provincial government.
- Reduce workplace harassment in BC contrary to the Code, by increasing the percentage of employers with anti-harassment policies, practices and training.
- Reduce barriers in K-12 education system for aboriginal persons.
- Improve the quality of the dispute resolution process of the BCHRC.
- Increase public, children and youth understanding and acceptance of human rights.
- Work with government to develop a process to apply a human rights lens to all legislation.
- Increase the number of community initiatives with which the Commission has some catalyst role.
- Stimulate an increase in the number of community self-generated human rights initiatives.

The Commission is currently planning a review of its Strategic Plan to evaluate the Plan's success to date, to re-evaluate our goals and direction, and to plan future directions.

ANNUAL BUSINESS PLAN

Community Consultation

Research

The Commission will conduct a research project on the social, economic and political influences that contribute to the lower successful high school completion rates for First Nations students. The study will include recommendations on policy initiatives and practical activities that the Commission can undertake to achieve its strategic objective of raising the successful completion rates for First Nations students equal to the provincial average.

Public Forums

Through a public forum process, the Commission initiated consultations with government employees on the low representation of visible minorities in the public service, as well as aboriginal people and people with disabilities. The purpose of these forums is to identify barriers and seek suggestions for appropriate action by government, the Commission and others. This initiative is part of the Commission's commitment to reduce barriers that adversely affect the hiring, promotion, and retention of members of these groups.

Education

SUCCESS (United Chinese Community Enrichment Services) project

This pilot project looks to provide human rights training that is relevant and specific to the needs of various community groups. Working with SUCCESS, the Commission developed a survey for all SUCCESS staff and volunteers. The survey captured the current level of knowledge of the staff and volunteers relative to the human rights issues faced by their clients and identified gaps in their knowledge. The Commission is currently compiling the results of the survey with the goal of using the results to design a human rights training plan specific to the needs identified by the staff. The goals of the training will be to allow staff to assist their clients to resolve human rights issues; to provide staff with the information needed to assist clients through the human rights complaint process; and to provide current staff with the tools to train new staff and volunteers on the rights and responsibilities outlined in the human rights code

Preventing Harassment in the Workplace

The Preventing Harassment in the Workplace guide is a comprehensive kit designed to assist employers develop and implement harassment in their workplace. The Harassment guide encompasses all types of discriminatory harassment covered by the Human Rights Code such as harassment based on sex, race, colour, origin, religion, disability and sexual orientation. The guide encourages employers of all sizes and types to include human rights policy and procedures in their business and to model the values of respect and dignity inherent in the Code.

Supporting Community-Initiated Human Rights Action

The Commission continues to support community initiated projects. Projects that have been committed to include:

Human Rights Workshops

Working with the Affiliation of Multiculturalism AMSSA, the Canadian Jewish Congress, and the Immigrant and Visible Minorities Association, the BC Human Rights Commission is supporting the development and delivery of human rights workshops by community to their member agencies, advocates, staff and volunteers. Further to the needs identified in the Commission's public survey, the workshops will target communities and regions where

BC Human Rights Commission

there was reported a high incidence of discrimination and a low level of awareness of human rights and responsibilities.

Justice Theatre
As with previous years, the Commission will continue its support of Justice Theatre.

Staff Training and Education

In response to the findings of the Race Complaints Committee, the Commission's Compliance program is developing a cross-cultural training program, including cross-cultural communication.

The Compliance program is also developing further training on the investigation of race discrimination complaints, including systemic race discrimination complaints.

Policy Planning and Evaluation

The Compliance Reform Project
This project is a continuation of the Dispute Resolution Design Project that was reported on last year. The objectives of the Compliance Reform Project are to strengthen the existing complaint process, to devise improved dispute resolution processes, and to improve access to the complaint system.

Strengthening the existing complaint process will improve the formal adjudicative process for certain types of complaints, such as those involving systemic issues. A number of reports and studies have critiqued the current system and made recommendations for change. These existing recommendations should serve as a starting point for an in-depth analysis of the weaknesses and strengths of the existing complaint process.

Although certain types of complaints require a full and formal adjudicative process, many more do not. The dispute resolution component of the project will address the issue of how these latter types of complaints can be streamed and managed toward resolution, not adjudication. The Dispute Resolution Office and the Commissioner of Investigation and Mediation will produce a consultation document setting out an analysis of the problem and propose various options for consideration by stakeholders.

The final component of this project deals with access to justice issues. Members of many disadvantaged groups, such as aboriginal people and people of colour, simply do not file human rights complaints. This part of the project will determine which groups do not make use of the complaint process, attempt to develop an understanding of why that is and propose some new approaches to address the problem.

It is expected that the barriers to the complaint process will fall into two broad categories:
- tangible and physical barriers such as geographical location, telephone, language and literacy; and
- systemic and culture-based barriers such as the suitability and timing of the complaints process and remedies to the problem-solving approaches of particular groups.

The project will address both types of barriers. It is expected that linkages between this project and others will be identified. For example, the dispute resolution component will consider what alternative approaches for resolving complaints may make the system more accessible to groups who have not traditionally taken advantage of the existing processes.

Employment Equity
The Commission is evaluating its own workforce and determining goals and directions for employment equity. The Commission's employment equity plan will be completed during fiscal 99/00 and implemented in upcoming years.

Race Complaints Project
In the next year the Commissioner of Investigation and Mediation will introduce interim measures to address the community's concerns and the Committee will complete its deliberations and make longer-term recommendations to the issues raised in the research and literature review.

Children and Families

EXECUTIVE SUMMARY

The Ministry for Children and Families is building a culturally responsive service delivery focus based on the assumptions that:

- providing culturally responsive service is an expectation of the 'Multicultural Act', the 'Child, Family and Community Service Act';
- diverse BC communities are demanding that government provide culturally responsive service; and
- a culturally responsive organization that is created with the advice from community based committees can provide opportunities to be directly accountable to the public.

Over the past year, the Deputy Minister has communicated extensively with all staff to build in-house awareness of cultural competency and more specifically of the need to eliminate institutional racism.

The goal has been to attempt to make cultural competency 'personally' important to all staff. An organization can become culturally responsive only when individual members of staff have gone through a healthy process of introspection. Creating cultural competency is a long corporate journey, and we know from the experience of hundreds of North American organizations that a well-funded, top down approach does not necessarily create results. Our approach is based on a broader sense of promoting inclusivity and buy-in at the individual level as opposed to using a 'group identification' strategy.

Highlights outlined in this report demonstrate that we are setting the foundation for the necessary and challenging dialogue that needs to take place if we are to become culturally responsive. We are creating regionally based forums that will invite the dialogue around the tough questions.

Actions over the past year (see 'Highlights') indicate a real commitment to the spirit of the legislation as opposed to 'mere compliance'.

The ministry accomplished more than we set out to in the 2000 Multicultural Action Plan and expect to do the same in 2001. We are on track, we are using diverse and innovative strategies, and we still have a long way to go to reach the ideal.

(There are 4996 FTEs in the Ministry for Children and Families.)

HIGHLIGHTS AND ACCOMPLISHMENTS

Executive Commitment

- Supported ministry participation in the Multiculturalism BC inter-ministry committee.
- Assisted Multiculturalism BC by participating in the working group that developed the Culturally Responsive Ministry/Crown Corporation Benchmarks, Indicators and Assessment Tool.
- Dedicated a full time FTE to manage multiculturalism and mentoring activity.
- Established the MCF e-Advisors forum of 10 regional representatives and chaired by the multiculturalism and mentoring manager.
- The Deputy Minister corresponded frequently with all staff on a range of multiculturalism issues.
- MCF Headquarters and regional representatives attended the Multiculturalism BC 1999 sponsored workshop with special guest speaker Byron Kunisawa.
- The Deputy Minister provided staff appreciation awards to 128 staff who act as volunteers on the MCF LANGUAGE list.
- The Deputy Minister promoted the March 21 Elimination of Racism UN event by rallying staff to assist in the elimination of institutional racism.
- The Deputy Minister promoted unity and diversity in the 2nd annual 'Lunch with the Family – just the 5000 of us' event.
- The ministry received a 'Multiculturalism Award' from the Multiculturalism BC Office for its work with the Vancouver Ethnocultural Advisory Committee for their collaborative work with community agencies.

Corporate Business Planning and Operations

- Promoted diversity-related goals in an integrated way as part of the 15 priorities of the ministry.
- Promoted diversity-related goals in a specific way as part of the operating principles and vision of the ministry.
- The ministry provided a wide range of services for the Chinese migrant children and youth. The Deputy Minister sent notice to all staff, describing the involvement of MCF in providing care to migrant children and youth from China and staff were congratulated on their culturally sensitive response.
- Addictions Services implemented a strategy to hire workers with competencies in Mandarin/Cantonese, Punjabi, Spanish, and Vietnamese. Regular meetings of ethnocultural addictions workers team have been scheduled.
- Consultation meetings were held with the Vancouver Aboriginal Council to develop an Aboriginal Youth Addictions Strategy.

Children and Families

- Held level I and II Problem Gambling Training events in March 1999.
- Regional ethnocultural advisory committees continued to work in collaboration with local community organizations to assist MCF in becoming culturally responsive.
- Central Vancouver Island Region has developed the groundwork for an ethnocultural advisory committee.
- The Okanagan region has committed a staff person to Chair the Diversity Committee.
- Thompson Region has established the Kamloops Ethnocultural Advisory Committee and is determining approaches to providing recommendations on how to eliminate barriers and provide sensitive service to the communities' diverse population.
- The Okanagan region is working in conjunction with Kelowna and Vernon multicultural societies to assist Kosovar refugees to integrate into the communities, making sure that services such as translation, ESL and daycare are well funded.
- The Vancouver ethnocultural advisory committee produced and distributed a newsletter outlining their committee structure, history, origins and business plan.
- The ministry produced the October Interim Multicultural report to advise Managers of the mid-year progress to date on compliance with the Multiculturalism Act.
- An electronic language list of volunteer staff with second language skills is being maintained. The language list is accessed an average of about 40 times per month.
- The Okanagan region has developed a proposal to create a linguistic/cultural database of staff in the region who are interested in providing support within the ministry and community.
- In consultation with the Multiculturalism BC office provided advice and assistance to regional staff on a sensitive, cross-cultural child protection issue in Agassiz.

Communications

- Produced the ministry's first 'Cultural Competency Internal Communications Plan'.
- Created the Culturally Responsiveness Web of the MCF intranet site.
- Created the 'Employee Profiles in Diversity' component of the intranet site. Interviewed and published five employee profiles.
- Updated ministry bulletin board – BBEQDIV – with diversity-related articles.
- Produced translations of information brochures: 'Role in the Family', 'Child Protection Investigation', 'Child Protection Removal', and the 'Complaint Resolution Process'.
- Promoted the New York Parsons School of Design diversity art exhibit in celebration of Multiculturalism Week.
- Promoted the significance of International Women's Day.
- Promoted gay youth resource information for workers (BBEQDIV).
- Promoted monthly festivals based on Multifaith Calendar.
- Provided Multifaith Calendars to 100 staff with a letter of explanation of the social justice rationale related to becoming more culturally competent.
- Promoted Multiculturalism BC 'Myths & Facts' brochure (BBEQDIV).
- Promoted Affiliation of Multicultural Societies and Service Agencies (AMSSA) goals on the bulletin board (BBEQDIV).
- Promoted Yom Kippur profile, Chinese Mid-autumn festival, Nepalese festival profile, Principal Hindu festival, etc. on the bulletin board (BBEQDIV).
- Promoted Cultural Competency Framework and Diversity Guidelines on the bulletin board and intranet site.
- The Deputy Minister sent a notice to all staff regarding the Multiculturalism BC Award received by the Vancouver Ethnocultural Advisory Committee.
- Communications Branch has published a variety of employee profiles.

Policy Planning and Evaluation

- Incorporated reference to Multiculturalism legislation in the Contract Negotiations guidelines.
- Provided regional ethnocultural feedback on the development of the Youth Mental Health plan.
- The Corporate Policy Branch has developed training competencies with respect to cultural sensitivity for Ministry Complaints Staff.

Training and Education

- Created a cultural competency module for the BC Foster Parent Education program.
- Expanded the MCF Mentoring Program capacity to assist with the staff retention issues.
- Developed the Diversity-Partners-in-Learning (DPIL) mentoring program to be piloted in 2000.
- Reviewed in-house training products to assess cultural competency content. (Currently approximately 9% of pre-employment training is devoted to cultural competency issues).
- Developed 'Practice Manuals' with strong cultural competency content (created by the Training Branch and Justice Institute).
- Attended the Visible Minority Achieving Wellness conference and widely disseminated handout information. (A large and positive response was received for the 'White Privilege article by Peggy McIntosh').

Children and Families

- Promoted lunch time videos: 'Homophobia in the Workplace', and 'The Courage to Stand'.
- Provided cultural competency training to over 100 ministry staff.
- The Capital Region, Community Living Services is working to develop an offering of an innovative cultural competency experiential training program for social workers.

Community Outreach

- Provided $7,000 to the MOSAIC organization to support the creation of the 'Prized Knowledge' publication – a study of family support and family counseling services in six immigrant and refugee serving organizations.
- Completed draft of Cultural Competency Assessment tool in consultation with the Vancouver Ethnocultural Advisory Committee.
- Piloted the Vancouver Ethnocultural Advisory Cultural Competency Assessment tool in three agencies.
- Supported the creation of a multicultural television.
- Developed mediation between the MCF and ethnocultural families.
- Established the Chinese Advisory Committee.
- Acted on all 19 recommendation made by the Chinese Advisory Committee to provide education about child protection practices in BC. One of the most recent actions taken was the development of a video – 'Child Protection in the Chinese Community'. The video, which is in Cantonese and Mandarin, explains how the ministry works to keep children safe, addressing the traditional Chinese-Canadian child-rearing practices. To complement the video, an information package has been developed explaining how the ministry handles child protection investigation, and what happens when child protection cases go to court.
- MCF Communications Branch is working directly with S.U.C.C.E.S.S to translate publications.

ANNUAL BUSINESS PLAN

In addition to diversity related goals outlined in the ministry performance plan, the following detailed workplan was developed by the regional ethnocultural advisors on May 12, 2000.

- Plan three e-advisors meetings in Victoria. (May 2000, September 2000, March 2001).
- Create a moderated, interactive, 'Cultural Responsiveness Resource Panel' for the MCF Connect website.
- Ensure the Provincial Table is kept up to date on cultural competency service delivery issues.
- Identify best value options for cultural competency training budget.
- Review past recommendations for ministry cultural competency training (e.g. best practices).
- Establish regional (ethno-cultural) community contacts – community list (names, phone numbers, etc.).
- Use the 'Byron Kunisawa' video at least 10 times to a variety of regional audiences and facilitate discussion. (Byron Kunisawa is a well-known diversity activist that was invited to BC by the Multiculturalism BC Office. He offers leading, innovative thinking about diversity issues.)
- Provide multicultural lens for Communications Branch (plain language).
- Promote acceptance of gay, lesbian, bisexual, and transgendered (GLBT) cultural issues.
- Compile and review MCF resources and external resources on cultural competency work that has been developed.
- Create 'Employee Profiles in Diversity' (6 per region).
- Promote diversity-related goals in an integrated way as part of the ministry's key priorities.
- Continue to work with the community based Ethnocultural Advisory Committees to accomplish the goal of becoming a culturally competent organization. Establish committees in minimum of 8 of the 11 regions.
- Promote 'cultural competency' in the Contract Reform process.
- Link work related to the principles of organizational health and cultural responsiveness.
- Develop new diversity related material for the public MCF website.
- Provide information related to addiction services to ethno-cultural communities.
- Promote Cultural competency training to at least 100 staff.
- Provide explanations of how BC's child protection system works – to ethno-cultural communities.
- Continue to work with the Deaf Access Office to promote the specialized service for the Deaf community.
- Participate in the inter-ministerial Multicultural Committee and update e-advisors.
- Produce quarterly reports on the progress of diversity related work.
- Publish the Cultural Competency Assessment tool on the website.

STRATEGIC PLAN OUTLINE 2000-2003

1. Implement 2000-2001 Cultural Responsiveness workplan.
2. Incorporate cultural competency training follow-up to reinforce and measure learning.
3. Once regions have established ethnocultural advisory committees with community members, develop a detailed three year strategic plan at September 2000 e-advisor meeting.

Community Development, Cooperatives and Volunteers

HIGHLIGHTS AND ACCOMPLISHMENTS

Executive Summary

The Ministry of Community Development, Cooperatives and Volunteers was established in July 1999. The Ministry promotes and supports community efforts that encourage all British Columbians – no matter what their economic or social standing – to build and maintain healthy, innovative communities reflecting the goals, aspirations and participation of their citizens.

Since its inception, the ministry has made efforts to enhance understanding and appreciation of cultural diversity and to ensure that Ministry programs and services remain sensitive and responsive to the multicultural reality of the Province. The Ministry supported a number of important projects related to multiculturalism during 1999/00.

Corporate Commitment and Implementation

The Ministry of Community Development, Cooperatives and Volunteers supports government's multiculturalism policy.

Ministry commitment was demonstrated by:

- funding a variety of projects which promote multiculturalism;
- ensuring access to employment, training and advancement opportunities are available to people from all cultures;
- promoting a workplace that respects diversity and ensures that employees, Ministry clients and members of the public are treated with respect and dignity;
- ensuring access to requests for Proposals and Invitations to Quote are available to people from all cultures;
- stating Ministry support of multiculturalism in business plans and annual reports; and
- submitting an annual report to Multiculturalism BC.

Communications Activities

The Ministry communicates with its clients regularly through the frequent issue of news releases and a bimonthly newsletter. These are issued to members of the public and provide updates on ministry initiatives and projects. The Ministry also has several display units which demonstrate the diversity of participants, from a range of ethnic groups, involved in our programs.

Staff Training and Development

The orientation package for new employees includes the government's multiculturalism policy. Government employees are required to attend the government's mandatory half-day course: Discrimination and Harassment Awareness Training.

Ministry staff will receive training on cultural diversity in the workplace.

Review of Programs, Services, Policies and Legislation

While developing and delivering policies, programs and services for British Columbians, multicultural diversity is one of the many important issues considered. Ministry policy advisors have the framework provided by Multiculturalism BC available when assessing the multicultural implications of policies and programs. The Ministry strives to ensure that its programs and services are culturally responsive.

The various branches of the ministry regularly review their programs. For example, the Co-operatives and Voluntary Sector Branch regularly reviews its Co-op Advantage program information and application materials to ensure clarity and relevance across sectors and cultural groups. Materials to be developed explaining the new Cooperative Association Act will be prepared with this in mind.

Another branch program, InVOLve BC, continues to consult with a variety of stakeholders representing various cultural groups on program content, application and information materials.

Significant Continuing Initiatives/Additional Comments

1. The Cooperatives and Voluntary Sector Branch works closely with stakeholders in these sectors to recognize, support and enhance the work of the sectors in creating services and opportunities that enrich the lives of British Columbians and sustain and develop communities. Their programs include:
   The Co-op Advantage:
   During fiscal year 1999/00, The Co-op Advantage provided support to 2 projects to assist with the development of cooperatives for First Nations people – Women's Opportunities and Resources in Ucluelet and Lach Klan Cooperative in Kitkatla. Additionally, funding was provided to the British Columbia Institute for Cooperative Studies to examine cooperative models for First Nations, and cooperative develop training

Community Development, Cooperatives and Volunteers

materials appropriate to First Nations needs.
For the coming year, the program will be providing augmented training and development support to the Pacheedaht First Nations for the development of a fishing and eco-tourism cooperative that may serve as a model for other First Nations communities.

InVOLve BC:
In fiscal year 1999/00, the program provided 4 contributions to First Nations groups as follows:
- Coast Mountain Society for Community Healing and Redevelopment in North Vancouver for a Board training program that reflects the cultural perspectives and goals of aboriginal people.
- Ki-Low-Na Friendship Society in Kelowna to develop an Aboriginal-specific Volunteer Management Program and Volunteer Training Kit.
- Kuu-Us Crisis Line Society in Port Alberni to develop training manuals focusing on organizational training for local volunteer organizations.
- 3 Valley Metis Association of Valemont for training for volunteer board members.

In fiscal year 1999/00, the program provided 6 contributions to multicultural organizations as follows:
- Affiliation of Multi-Cultural Societies and Services Agencies of BC in Vancouver to integrate cultural competence into the voluntary sector organizations and to provide board governance training.
- Jewish Federation of Greater Vancouver to develop a volunteer centre.
- Pacific Immigrant Resources Society in Vancouver to provide workshops on board and committee involvement for immigrant women throughout the lower mainland.
- Surrey-Delta Immigrant Services Society to provide training on effective involvement and supervision of volunteers in the immigrant settlement sector.
- United Chinese Community Enrichment Services Society in Vancouver to develop a training kit and cross-cultural manual for volunteer services, and to establish a volunteer committee.
- Vancouver Society of Immigrant and Visible Minority Women to provide a volunteer outreach program to encourage organizations to involve women, immigrants and visible minorities in their volunteer programs.

2. The Urban Community Development Unit (UCDU) facilitates and supports community development initiatives and promotes public/private investment in enhancing social and economic conditions for low-income, marginalized individuals and communities. Community development is understood as a holistic approach which maximizes benefits in the areas of the creation of housing, training and employment, public space, art, social and economic benefits. Their programs include:

BladeRunners:
BladeRunners provides employment opportunities in construction trade-related industries for "youth at risk". 30% of BladeRunner participants are First Nations and 6% of BladeRunner participants are other minorities. In addition, every effort is made by program Co-ordinators to recognize the special concerns that each equity group may have.
Of the ten BladeRunner coordinators, two are First Nations.
The UCDU contracts with local community organizations to deliver the program that include youth services, the John Howard Society, native friendship centres, and other economic recovery and employment development organizations.
The UCDU will continue to work on expanding the program to other geographical areas such as Surrey where there is a large, diverse population.

Community Solutions:
Community Solutions has a mandate to provide funding to develop new locally designed and driven community development projects for multi-barriered, low-income individuals and neighbourhoods. The program supports projects that maximize community benefits, such as the stabilization of/and or creation of housing, training and employment, public space, art and cultural amenities, social, economic and environmental activities.
Registered non-profit societies, co-operatives, and First Nations Bands are eligible for funding. In its first year, Community Solutions provided funding for projects to 17 organizations. Of these 17 organizations, three were First Nations and one was multicultural.
The UCDU will continue to provide funding to develop new locally designed and driven community development projects for multi-barriered, low-income individuals and neighbourhoods to registered non-profit societies and co-operatives, as well as First Nations Bands.

Community Development, Cooperatives and Volunteers

Vancouver Agreement:
The Vancouver Agreement is a 5 year tri-partite agreement between the Government of Canada, the Province of British Columbia and the City of Vancouver. Its aim is to develop a coordinated strategy of program delivery among the three levels of government that will foster community and economic development for low-income, multi-barriered groups and individuals in the Downtown Eastside. The initiatives that are being developed involve considerable community consultation to ensure an accurate representation of the multicultural diversity of the community.
In year 1, the program will focus on initiatives for the Downtown Eastside and in year 2, will extend to the City of Vancouver

3. The Community Enterprise Branch delivers the Community Enterprise program which funded a number of projects that support multicultural values, including:
   - the Caribou Tribal Council project to identify aboriginal training needs;
   - a Heritage Consulting Business Project of the Canoe Creek Band;
   - a Cultural tourism and eco-tourism project of the Pender Harbour Growth and Development Partnership;
   - the Ma-Mook Development Corporation project on non-timber forest products enterprise development;
   - a micro enterprise and micro credit project of the Prince George Society for the Employment of Persons with Disabilities; and,
   - a resource development project undertaken by the Canim Lake Band #713.

STRATEGIC PLAN

During the 2000/01 fiscal year, the Ministry will integrate multiculturalism goals and objectives in the Ministry's strategic plan. Priority areas for developing multicultural goals and strategies include:
- translation of program and policy information into appropriate languages;
- inclusion of cultural and immigrant serving groups in Ministry consultation and outreach activities;
- identification of culturally specific issues and challenges for community development;
- partnership opportunities with the Ministry of Multiculturalism and Immigration to address community development and volunteer sector issues; and,
- program development to address cultural divisiveness as a barrier to community development.

Education

EXECUTIVE SUMMARY

The Ministry of Education follows the Public Service Employee Relations Commission policy which values diversity in the workplace and ensures that all individuals are treated with respect and dignity. The ministry, as both a direct employer and an overseer of the public school system managed by sixty independent school boards, has committed itself to the principles of inclusiveness, equity and access for all employees and learners; this commitment includes the provision of quality programs and services that are relevant and accountable to all clients, students, their families and their communities.

The Human Resources Branch has sponsored Discrimination Prevention Awareness and Reasonable Accommodation workshops for employees.

Planning for implementation of the *Diversity and Human Rights in BC Schools: Framework and Guidelines for Policy* is underway to support districts in the review and enhancement of policies related to anti-racism, multiculturalism and anti-harassment and to provide leadership for addressing diversity in the BC school system.

Educational program branches of the ministry work to ensure that the educational needs of a diverse range of students are met. English as a Second Language (ESL) and Aboriginal Education programs are provided by school boards and funded by the Ministry of Education for these student groups.

New publications include *Career/Life Transition for Students with Diverse Needs: A Resource Guide for Schools.* As part of the Safe Schools Initiative, the Ministry of Education is developing a resource for secondary schools called *Focus on Intimidation and Harassment.*

The Ministry of Education had approximately 400 FTEs during the fiscal year 1999/2000. There are also 613,300 students and 55,600 school board employees in the public school system. Principles of equity and diversity are integrated into the mission and corporate agenda of the ministry.

HIGHLIGHTS AND ACCOMPLISHMENTS

Training and Education

The Human Resources Branch, in addition to ad hoc training organized at a local level, sponsored Discrimination Prevention Awareness and Reasonable Accommodation workshops. All staff are required to participate in harassment prevention training. During 1999/2000, nineteen ministry staff attended half day training sessions regarding prevention of, and effective response to, harassment in the workplace. Six employees attended Reasonable Accommodation training sessions addressing the competencies of modeling and promoting work environments and practices that support the Human Rights Code and equity and diversity policies and procedures.

Within the public school system, approximately $40 million in targeted funding is provided for individuals who are Aboriginal learners. These supplemental funds are used by school districts to work with local Aboriginal communities in the development and implementation of meaningful programs and services for Aboriginal student success. This reflects the ministry's commitment to provide school districts with an incentive to address educational needs of Aboriginal learners and to improve their success in the system. There are 5 broad goals for the Aboriginal Education Branch:

- to improve school success for Aboriginal students,
- to increase Aboriginal voice,
- to promote knowledge of Aboriginal language, culture and history for all students,
- to ensure effective use of resources, and
- to increase Aboriginal communities' satisfaction with the public school system.

A range of Aboriginal education programs exist across the province that address issues of racism, student retention and success and student transition to post secondary education and/or employment. However, programming and success rates are not consistent between school districts. The graduation rate for Aboriginal students in BC is approximately 36%. A major long term objective of the ministry is to significantly raise the graduation rate for Aboriginal students in the province.

English as a Second Language (ESL) educational programs are provided by school boards and funded by the Ministry of Education for students whose primary language is other than English. These students may require additional services in order to develop their individual potential within BC's school system. Some students speak variations of English that differ significantly from the English used in the broader Canadian society. The ministry committed over $64.5 million in supplemental funding to school districts to provide ESL services for over 59,000 students.

Communications

The Diversity and Human Rights Unit of the Special Programs Branch worked with educational and community partners in 1999/2000 to develop *Diversity and Human Rights in BC Schools: Framework and Guidelines for Policy.* The *Framework* grew from previous guidelines in

multiculturalism and gender equity and is based upon recommendations from community consultations, the Provincial Advisory Committee on Multiculturalism, the Rainbow Coalition, and various submissions over time to the ministry requesting policy to enhance diversity and eliminate discrimination and harassment in schools. The purpose of the *Framework* is to support districts in the review and enhancement of policies related to anti-racism, multiculturalism and anti-harassment and to provide leadership for addressing diversity in the BC school system. The policy will be released to the school system in fall 2000.

As part of the Safe School Initiative, a partnership project with Ministry of Attorney General, the Ministry of Education is developing a resource for secondary schools to address intimidation and harassment. The resource, scheduled for distribution in fall of 2000, provides information about the unique safety issues related to diversity, multiculturalism and racism and suggests strategies for school based prevention and intervention.

Career/Life Transition for Students with Diverse Needs: A Resource Guide for Schools is currently being developed as a tool to help teachers who work with students with diverse needs to make a successful transition from school experiences to appropriate career/life opportunities. This resource guide includes, among others, a section outlining best practices in supporting students with E.S.L. and First Nations backgrounds.

The Ministry of Education continues to build and maintain an education system that promotes cross-cultural understanding, positive race relations, good citizenship and social harmony internally. The Human Resources Branch continues activities that

- update staff on Multicultural events taking place around the province such as Forums, Black History Month,
- fax the monthly Multiculturalism BC Calendar of Events to all branches,
- update staff in regards to training and development programs on diversity such as Culturally Responsive Service Delivery and Discrimination Prevention, and
- ensure the workplace continues to be accessible and representative of the general workforce through fair and equitable hiring practices.

THREE-YEAR STRATEGIC PLAN

As an employer, the Ministry of Education has made a commitment to ensure that, at all levels, staff are representative of the British Columbia population. As outlined in the recently released *Performance Plan 2000/2001 - 2002/2003*, strategies and activities in support of such an objective will promote increased representation of under-represented groups through recruitment, selection and retention programs. The ministry seeks to ensure that staff welcome and value diversity. The Ministry of Education received approval of its October 1999 request to the BC Human Rights Commission to give preference to qualified candidates for all auxiliary positions from designated groups (women, Aboriginals, persons with disabilities, visible minorities) at levels which they are underrepresented within the ministry.

ANNUAL BUSINESS PLAN

The Ministry of Education's *Strategic Plan Framework 1999/2000 - 2000/2001* includes a vision statement that indicates that the system will help students develop skills in a second language in addition to an appreciation of the diversity of Canadian society. The ministry discusses various strategies/initiatives specifically in support of improving results for Aboriginal learners. As a key success indicator, the *Strategic Plan Framework* lists improved results for equity groups (women, Aboriginals, persons with disabilities, visible minorities) and reduced disparity between outcomes for these groups and the population as a whole.

As an outcome of 1998/99 Policy and Guidelines work, the Ministry of Education is working with education partners in 2000/2001 to establish a common set of standards to support the delivery of ESL services in BC schools. The standards will explain what students should know and be able to do, providing common language for districts to use to describe learners' proficiency.

As part of the Safe Schools Initiative, a partnership project with Ministry of Attorney General, the Ministry of Education will distribute and implement a secondary school resource addressing intimidation and harassment in fall of 2000. It addresses racism, diversity and other issues and suggests strategies for school based prevention and intervention.

Shared Learnings (integrating Aboriginal content K-10) is a major initiative used to guide the development of school programming for Aboriginal learners. First Nations Studies 12 curriculum is another important initiative undergoing revision for introduction in 2000. The introduction of Education Improvement Agreements between some local school districts and Aboriginal communities will be significant in improving student success for Aboriginal learners.

Employment and Investment

EXECUTIVE SUMMARY

This fiscal year saw the on-going progression of the Ministry of Employment and Investment's initiatives to support and respect the cultural diversity that enriches British Columbia. The Ministry continues to assess the multicultural sensitivity and responsiveness of its programs and services. Projects concerning issues of multiculturalism supported by the Ministry included the following:

- The provincial government participated in a project bringing modern telecommunications to households in the Nemaiah Valley, 80% of which belong to the Xeni Gwet'in First Nation.
- During the Team Canada trade mission, BC companies signed agreements worth more than $30 million which help to diversify BC's trade with Japan.
- The provincial government approved funding of more that $18 million for a new health-care centre and bridge in Lytton, where about 85% of the population is First Nations.
- A workshop focusing on economic challenges and opportunities for First Nations in Island and coast communities was held in Campbell River in October as part of the activities leading up to the Premier's Summit on Economic Opportunity.

HIGHLIGHTS AND ACCOMPLISHMENTS

Executive Commitment

The Ministry of Employment and Investment supports government's multiculturalism policy.

Ministry commitment was demonstrated by:

- supporting the initiatives of the Community Development Unit (CDU) until August 1999, when the Unit joined the Ministry of Community Development, Cooperatives and Volunteers during a government reorganization;
- funding a variety of projects which promote multiculturalism;
- considering cultural diversity when recommending appointments to boards and commissions;
- ensuring access to employment, training and advancement opportunities are available to people from all cultures;
- promoting a workplace that respects diversity and ensures that employees, Ministry clients and members of the public are treated with respect and dignity;
- stating Ministry support of multiculturalism in business plans and annual reports;
- participating in the one-day Working Forum on Multiculturalism on September 23, 1999;
- participating on the inter-ministerial committee on multiculturalism; and
- submitting an annual report and action plan to Multiculturalism BC.

Ministry implementation is coordinated by:

- The Coordinator, CDU in Vancouver, manages community development programs, until August 1999, as noted above; and
- A Human Resources Advisor coordinates the annual report for multiculturalism and represents the Ministry on the inter-ministerial multiculturalism committee. The Advisor also develops and implements multiculturalism initiatives related to education and awareness, and the integration of multicultural issues into training and employee orientation. The position reports to the Director of Human Resources.

Corporate Business Planning and Operations

While developing and delivering policies, programs and services for British Columbians, multicultural diversity is one of the many important issues considered. Ministry policy advisors have the framework provided by Multiculturalism BC available when assessing the multicultural implications of policies and programs. The Ministry strives to ensure that its programs and services are culturally responsive.

Communications

External communications:

The Ministry communicated with its clients regularly, and periodically issued news releases to communicate with members of the public.

Internal communications:

Posters and calendars were circulated throughout the year to increase awareness and understanding of cultural diversity and multicultural events.

The Ministry's business plan and annual report includes planned activities and accomplishments related to multiculturalism.

Training and Education

Multicultural issues are included in many courses related to customer service, conflict resolution and quality-related topics. The integration of multiculturalism content into these skill building courses is intended to ensure that respect for cultural diversity becomes a guiding principle in everything the Ministry does.

Employment and Investment

The orientation package for new employees includes the government's multiculturalism policy. Ministry employees are required to attend the government's mandatory half-day course: Discrimination and Harassment Awareness Training.

Community Outreach

The CDU in Vancouver strives to improve the lives of people, particularly those who are low income, disabled or homeless, through a variety of innovative community based projects. The Unit joined the Ministry of Community Development, Cooperatives and Volunteers (CDCV) during a government reorganization in August 1999. Therefore, the Unit's activities will be reported in CDCV's multiculturalism report this year.

The Ministry of Employment and Investment issued a variety of news releases which demonstrate the ministry's commitment to BC's multiculturalism in communities:

- *December 6, 1999 news release:*
  CHILCOTIN RESIDENTS IN NEMAIAH VALLEY TO GET PHONE SERVICE
  A partnership of residents, TELUS and the provincial government has finalized plans for a $795,000 project that will link rural households presently without phone service in the Nemaiah Valley in the West Chilcotin, 80% of which belong to the Xeni Gwet'in First Nation, to the rest of the world through modern telecommunications service.

- *November 29, 1999 news release:*
  SUMMIT RECOMMENDATIONS BRING NEW LYTTON HOSPITAL AND BRIDGE
  The provincial government has approved funding of more than $18 million for a unique new health-care centre and related infrastructure, including a new bridge over the South Thompson River at Lytton. About 85 % of the population in the region is First Nations.

- *October 28, 1999 news release:*
  1999 EXPORT EXCELLENCE AWARDS RECOGNIZE BC'S BEST
  Five BC companies and two individuals received the 1999 BC Export Excellence Awards for their outstanding achievements in export marketing, growth and leadership. The award for International Business Studies was received by: Gordon Cherry, a student of International Business at the University of Victoria who studied for six months at the University of International Business and Economics in Beijing, also working there as a commercial assistant with the Trade Section of the Canadian Embassy.

- *October 7, 1999 news release:*
  FIRST NATIONS COMMUNITIES FOCUS ON ECONOMIC DEVELOPMENT
  Priority actions to deal with economic challenges and opportunities for First Nations in island and coast communities will be discussed at a workshop in Campbell River on October 12. The workshop is part of the activities leading up to the Premier's Summit on Economic Opportunity: Island/Coast Communities, October 20 to 22, in Campbell River and Courtenay. More than 80 individuals from First Nations in the region, people involved in partnerships with First Nations and various funding agencies will attend.

- *September 25, 1999 news release:*
  MISSION COMMUNITY SERVICES OPENS IMPROVED FACILITIES
  The Mission Community Services Society is celebrating the completion of a $735,038 expansion and renovation project. The expansion to the Mission Community Services building allows the society to provide improved services, including a crisis line, childcare resources and youth counseling to local youth, families and seniors by consolidating core services in one building.

- *September 24, 1999 news release:*
  NORTH ISLAND RESIDENTS EXPLORE TOURISM OPPORTUNITIES
  ALERT BAY–North Island MLA Glenn Robertson announced today that a workshop focusing on opportunities and identifying priorities for local tourism development will be held on October 5. About 80 North Island residents and tourism operators will prepare a list of actions for the North Island tourism sector for the Premier's Summit on Economic Opportunity: Island/Coast Communities, October 20-22, in Campbell River and Courtenay. "There is great potential for learning-vacation experiences, like aboriginal, cultural, heritage and adventure tourism," said Andrea Sanborn, project co-ordinator at the Umista Cultural Centre. "Museums and cultural interpretive centres need to provide experiences that add value in spiritual, educational or physical ways."

- *September 16, 1999 news release:*
  TRADE MISSION REAFFIRMS BC'S LINKS WITH JAPAN
  VANCOUVER–During this week's Team Canada trade mission, BC companies signed agreements worth more than $30 million which highlight new opportunities to diversify BC's trade with Japan, Premier Dan Miller said today. Vancouver Maple Leaf Language College signed a Memorandum of Understanding with JTB Global Education of Tokyo to provide English language training and cultural exchange opportunities for Japanese youth.

Employment and Investment

- *April 1, 1999 news release:*
  FIVE COMMUNITY INPUT MEETINGS PRECEDE PREMIER'S CARIBOO-CHILCOTIN SUMMIT
  VICTORIA – Two of five community input meetings preceding the Premier's Summit on Economic Opportunity: Cariboo-Chilcotin will be held in Quesnel on April 14 and Williams Lake on April 15, Premier Glen Clark said today. Meetings at 100 Mile House, Clinton and Anahim Lake will be announced soon. Nearly 200 First Nations leaders, youth and delegates representing business, labour and community in the Cariboo-Chilcotin are expected to attend the summit, which Clark said is meant to allow residents to express their ideas and views on priority actions surrounding the economic development of the region.

THREE-YEAR STRATEGIC PLAN

During the fiscal 2000/2001, the Ministry will determine the feasibility of integrating multiculturalism goals and objectives in the Ministry's three year strategic plan.

ANNUAL BUSINESS PLAN

The Ministry of Employment and Investment will continue its efforts in the 2000/2001 fiscal year to enhance understanding and appreciation of cultural diversity and to ensure that Ministry programs and services remain sensitive and responsive to the multicultural reality of the Province.

Energy and Mines

EXECUTIVE SUMMARY

The Ministry supports government's multiculturalism policy and strives to conduct services and programs in a manner that is sensitive and responsive to cultural diversity. New employees receive information about the government's multiculturalism policy as part of their orientation to the Ministry. Multiculturalism is one of the many important issues considered as the Ministry develops and delivers policies, programs and services for British Columbians. Projects concerning issues zof multiculturalism supported by the Ministry included the following:

- Representatives from the Haisla Nation are among ten community leaders representing the Nechako region and Kitamaat Village appointed to manage programs supported by the northern development fund.
- First Nations representatives were included on BC's first oil and gas advisory committee.
- The federal and provincial government provided funding for equipment and technology to bring internet services to the northern rural communities of Atlin, Dease Lake and Telegraph Creek.
- The provincial government moved to phase 2 of its plan to help double natural gas production and increase investment in the province's oil and gas industry: these measures will bring work opportunities to First Nations and local communities in northeastern BC.

HIGHLIGHTS AND ACCOMPLISHMENTS

Executive Commitment

The Ministry of Energy and Mines is committed to multiculturalism and providing services that are sensitive and responsive to the multicultural reality of the Province of British Columbia.

Ministry commitment was demonstrated by:

- considering cultural diversity when recommending appointments to boards and commissions;
- involving members of specific cultural groups, potentially impacted by programs or policies, in the decision-making processes (this applies especially to First Nations representatives);
- ensuring access to employment, training and advancement opportunities are available to employees and potential employees from all cultures;
- promoting a workplace that respects diversity and ensures that employees, Ministry clients and members of the public are treated with respect and dignity;
- stating Ministry support of multiculturalism in business plans and annual reports;
- participating in the one-day Working Forum on Multiculturalism on September 23, 1999;
- participating on the inter-ministerial committee on multiculturalism; and
- submitting an annual report and action plan to Multiculturalism BC.

Ministry implementation is coordinated by:

- The Director of Aboriginal Relations Branch manages programs related to aboriginal involvement in the energy and mining industries;
- A Human Resources Advisor coordinates the annual report for multiculturalism and represents the Ministry on the inter-ministerial multiculturalism committee. The Advisor also develops and implements multiculturalism initiatives related to education and awareness, and the integration of multicultural issues into training and employee orientation. The position reports to the Director of Human Resources.

Corporate Business Planning and Operations

While developing and delivering policies, programs and services for British Columbians, multicultural diversity is one of the many important issues considered. Ministry policy advisors have the framework provided by Multiculturalism BC available when assessing the multicultural implications of policies and programs. The Ministry strives to ensure that its programs and services are culturally responsive.

Communications

External communications:

The Ministry communicated with its clients regularly and periodically issued news releases to communicate with members of the public.

Internal communications:

Posters and calendars were circulated throughout the year to increase awareness and understanding of cultural diversity and multicultural events.

The Ministry's business plan and annual report includes planned activities and accomplishments related to multiculturalism.

Training and Education

Multicultural issues are included in many courses related to customer service, conflict resolution and quality-related topics. The integration of multiculturalism content

Energy and Mines

into these skill building courses is intended to ensure that respect for cultural diversity becomes a guiding principle in everything the Ministry does.

The orientation package for new employees includes the government's multiculturalism policy. Ministry employees are required to attend the government's mandatory half-day course: Discrimination and Harassment Awareness Training. Twenty-one employees attended this fiscal year.

Community Outreach

The Ministry of Energy and Mines issued a variety of news releases which demonstrate the Ministry's commitment to BC's multiculturalism communities:

- *May 21, 1999 news release:*
  SPECIAL-USE PERMIT ISSUED TO REDFERN RESOURCES
  A special-use permit for a road to the Tulsequah Chief mine has been issued to Redfern Resources, giving the company approval to begin required environmental, safety and aboriginal impact studies, Energy and Mines Minister Dan Miller and Forests Minister David Zirnhelt said today.
  "We have been and will continue working with the Taku River Tlingit First Nation throughout this process to make sure their interests are respected in the development of the Tulsequah Chief mine," said Miller. "The Ministry of Forests took great care during the preparation of the permit to consider the Taku River Tlingit, and the government will continue to do so through the remainder of the reviews and approvals."

- *June 7, 1999 news release:*
  COMMUNITY MEMBERS APPOINTED TO MANAGE NORTHERN DEVELOPMENT FUND
  Ten community leaders representing the Nechako region and Kitamaat Village have been appointed to manage the programs supported by the $15 million northern development fund, Dan Miller, Minister responsible for northern development, said today.

  "The society board is made up of representatives of the North – the fund is for the North and will be managed by people from the North," said Miller. "The board, including representatives for the Haisla Nation and people living in and around the Nechako region, will work together to create jobs and build the regional economy."

  "It is important for the Haisla Nation to be represented on the board and for its needs to be addressed," added Skeena MLA Helmut Giesbrecht. "I am glad to see this opportunity for strong participation by Kitamaat Village residents."

- *July 7, 1999 news release:*
  TASK GROUP FORMED TO INCREASE MINERAL EXPLORATION IN BC
  A task group has been formed to help mineral exploration recover in BC, Energy and Mines Minister Dan Miller said today.
  The group will work with government, First Nations and industry to help these groups communicate. The aim is to boost exploration and development both within and outside special management zones at an individual project level.
  "I have formed this group to help the mineral exploration industry in BC during these times of historically low commodity prices," said Miller. "Our government encourages sustainable development that balances key environmental, social and economic values. This team is an example of British Columbians working together to keep BC working."
  The Aboriginal Relations Branch of the Ministry of Energy and Mines will coordinate the task group.

- *July 13, 1999 news release:*
  MILLER ANNOUNCES BC's FIRST OIL AND GAS ADVISORY COMMITTEE
  The creation of BC's first oil and gas advisory committee reflects government's commitment to expand consultation with local interest groups as the oil and gas industry grows, Dan Miller, Minister of Energy and Mines and Minister responsible for northern development, said today.
  The committee includes representatives from environmental, government, First Nations, oil and gas sector and the general public and is part of commitments made under the 1998 Oil and Gas Initiative.

- *August 11, 1999 news release:*
  NORTHERN COMMUNITIES BENEFIT FROM NEW RURAL INTERNET SERVICES
  Today's announcement of new Internet connections for rural communities in the North is further evidence that the government has listened to northerners' advice at the Premier's Summit on Northern Jobs and Development in 1997 in Prince George, said Northern Development Commissioner John Backhouse.
  On June 11, 1999, the communities of Atlin, Dease Lake and Telegraph Creek became the first sites to receive the new two-way satellite PLNet connections. The infrastructure improved service not only to schools and government offices, but also to the Dease Lake Community Internet Service. Today's announcement provided funding from both the federal and provincial governments for equipment and technology connections to another 26 northern schools and communities this fall and put a process in place to service others where technically possible in the coming months.

Energy and Mines

- *September 15, 1999 news release:*
  COMMISSIONER RELEASES OFFSHORE OIL AND GAS PUBLIC INTEREST STUDY
  A study commissioned to assess public interest in developing a process to consider the future of the offshore oil and gas industry in northern BC was released today by Northern Development Commissioner John Backhouse.
  The three-month study, conducted by Conflict Managers Group through the summer, focused on northern stakeholders and their issues around any process to re-examine the moratorium. The firm consulted with northern industry, environmental groups, First Nations and the public. It will now carry out similar consultations with industry, environmental groups, First Nations and the public throughout BC.

- *November 22, 1999 news release:*
  GOVERNMENT SPURS INVESTMENT IN OIL AND GAS INDUSTRY
  The provincial government is moving to phase 2 of its plan to help double natural gas production and increase investment in the Province's oil and gas industry through regulatory and tax efficiencies and infrastructure investments, Premier and Minister of Energy and Mines Dan Miller said today.
  "The oil and gas industry in British Columbia has tremendous potential and I am pleased the provincial government is taking steps to ensure that this potential is realized," said Pierre Alvarez, president of the Canadian Association of Petroleum Producers. "Oil and gas activity will bring many work opportunities to qualified and competitive contractors and individuals in First Nations and local communities in northeastern British Columbia. For our part, we are committed to hiring local contractors who meet these criteria."

- *December 1, 1999 news release:*
  SOCIETY RECEIVES FUNDS TO IMPLEMENT BUSINESS PLAN
  The Nechako-Kitamaat Development Fund Society has received $165,000 to begin delivering programs under its business plan, Premier Dan Miller, Minister responsible for northern development, said today. The money will fund community grant and economic development capacity grant programs. The community grant program will be aimed at projects like telecommunications, transportation and community services that would not otherwise be funded by the local, provincial or federal government. The economic development capacity grant program will support activities like business development workshops and seminars.
  The Aboriginal Relations Branch of the Resource Development Division reports:
  The Aboriginal Relations Branch provides direct assistance to industry and First Nations by providing training to industry and First Nations on consultation; hosting workshops to identify employment prospects for aboriginal people in the mining industry; identifying opportunities for First Nations to access mining related jobs; working with industry to develop productive relationships with First Nations, and encouraging joint ventures or other business arrangements between First Nations and industry.

THREE YEAR STRATEGIC PLAN

During the fiscal 2000/2001, the Ministry will determine the feasibility of integrating multiculturalism goals and objectives in the Ministry's three year strategic plan.

ANNUAL BUSINESS PLAN

The Ministry of Energy and Mines will continue its efforts in the 2000/2001 fiscal year to enhance understanding and appreciation of cultural diversity and to ensure that Ministry programs and services remain sensitive and responsive to the multicultural reality of the Province.

The Ministry will continue to:
- provide the half-day Discrimination and Harassment Awareness Training to new employees; and
- support the involvement of First Nations communities in provincial resource management.

Environment, Lands and Parks

EXECUTIVE SUMMARY

The Ministry of Environment, Lands and Parks has continued to work to ensure fair and equitable access to service, programs and opportunities for both clients and staff. We recognize the multicultural nature of our society and view it as a source of enrichment, strength and opportunity as articulated in the ministry *Multiculturalism Policy*.

The ministry is committed to creating a workforce that is representative of the diverse population it serves. We have seen good results from our preferential hiring for auxiliary positions. Increasing the diversity of our auxiliary workforce should soon lead to increased diversity of our regular workforce, as experience gained through auxiliary positions has shown to assist with competing for regular positions. Extensive outreach recruitment is also being conducted to ensure a diverse applicant pool for all positions. Staff are encouraged to participate in the Aboriginal and Visible Minority Employee Associations and cultural information and resource material is circulated to all staff to increase awareness.

The completion of the Outdoor Learning Centre in Golden Ears Park was a major achievement for BC Parks. The Longhouse will provide an excellent venue for both cross cultural and outdoor learning programs.

HIGHLIGHTS AND ACCOMPLISHMENTS

Executive Commitment

The Ministry of Environment, Lands and Parks continues to operate in the spirit of the ministry *Multiculturalism Policy* adopted in 1996. The ADM, Corporate Services is the Executive Sponsor for Multiculturalism and reports equity and diversity issues and accomplishments to Executive Committee. The Equity and Diversity Office manages the Multiculturalism Program and the Manager meets with the Executive Sponsor monthly.

To help create a workforce that is reflective of the diversity of the population, approval from the Human Rights Commission was requested to give preference to under-represented groups on all auxiliary hiring. From December 1, 1999 to May 31, 2000, 74% of the 46 auxiliaries hired were from the under-represented groups. One management (ML 3) posting was limited to under-represented group members.

To help ensure a welcoming workplace, Executive Committee identified skills related to equity and diversity as core competencies for all ministry staff. The recruitment and selection process for managers and supervisors includes assessment of knowledge and skills of equity and diversity issues. Environment and Lands Headquarters Division has included multiculturalism goals in the performance expectations of managers and directors to increase accountability.

To assist with access to programs and services, *A Language Bank Policy* was implemented in 1996 to assist with interpretive services. The inventory of staff with additional language skills is updated annually.

Corporate Business Planning and Operations

Each division in the ministry is responsible for developing a Multiculturalism Action Plan, monitoring implementation and reporting initiatives in support of Multiculturalism annually. Highlights and accomplishments are listed below.

- International symbols have been incorporated into parks regulatory signs
- Parks Districts that have a significant contingent of multicultural users in their parks provide public information in languages other than English (i.e. Golden Ears interpretive trails in four languages; Wells Gray, Murtle Lake – park handouts, bear warnings and signage produced in German)
- Two BC Parks Districts have positions targeted strictly to First Nations groups
- Several Memorandums of Understanding and cooperative management agreements are in place with BC Parks and First Nations Bands
- Many interpretive programs and signs/panels include First Nations cultural/historic information
- Lower Mainland Parks District staff work with and provide public relations for large cultural/religious/community events in large day use areas (i.e. Asian, East Indian, and Iranian cultural/community events in Peace Arch, Golden Ears and Cultus Lake Parks)

Communications

Internet and intranet sites have been developed for the Ministry Equity and Diversity Programs to promote the organization's commitment to multiculturalism and employment equity to both staff and the public. Multicultural events and training are profiled on the site. Consideration is given to multicultural audiences in the development and implementation of communications strategies, including publications, advertising and media relations. News releases and other written communications are targeted to multicultural audiences where appropriate, including translation services where needed.

Environment, Lands and Parks

- News releases related to environmental issues such as flood warnings were communicated in several languages
- Fact sheets regarding BC's bear parts trade ban under the *Wildlife Act* have been produced in Chinese, Korean, Japanese, Vietnamese and English
- To provide equitable access to services and programs, Pesticide Certificate exams are made available in Chinese, Vietnamese and Punjabi
- Provisions for interpreters for the *Special Waste Transport License* exams are made as required
- A geographic naming website was developed with a utility which allows users to hear accurate pronunciation of place names with First Nations origins

Policy Planning and Evaluation

The goals and objectives of the *Multiculturalism Act* are considered in the development of ministry policies, legislation, regulations and intergovernmental activities.

- The geographical naming policy was modified to reflect the role of tribal councils in the naming process
- Corporate Policy Branch has been provided continual education on aboriginal issues by the Aboriginal Relations Branch
- All Cabinet and Treasury Board submissions include multicultural implications

Training and Education

Budget reductions have continued to have an impact on participation in training programs.

- Knowledge and skills regarding equity and diversity issues have been identified by senior management as core competencies and competitions for management and supervisory positions now include assessment of these competencies
- Interfaith/intercultural events have been organized to explore and highlight diverse cultures and religions represented within branches

Ministry staff have participated in the following diversity training courses:

- Aboriginal Awareness – 7 participants
- The Business Case for Equity and Diversity – 8 participants
- Culturally Responsive Service Delivery – 7 participants
- Discrimination Prevention Workshop – 65 participants
- Reasonable Accommodation – 20 participants
- Sign Language – 7
- Valuing and Welcoming Diversity – 4 participants

Community Outreach

Environmental Youth Team statistics for 1999/2000
1,700 youth were hired

- 21% self identified as visible minorities
- 23% self-identified as aboriginal

Environmental Youth Team Project highlights include:

- Katzi First Nations E-Team were instrumental in the construction of a longhouse for use as an Outdoor Learning Centre at Golden Ears Provincial Park
- Xeni Gwet'in First Nations conducted patrols and facilities management projects within Ts'yl-os and Nusti Parks

BC Parks:

- An Avalanche Awareness presentation was made in Garibaldi/Sunshine Coast District to Sechelt Indian Band Youth Program
- A longhouse was constructed in Golden Ears Park as an Outdoor Learning Centre in September 27, 1999. Operated by the Golden Ears Outdoor Learning Society, a non-profit organization with representation from the Katzi First Nations, Maple Ridge/Pitt Meadows School District 42, Environmental Educators and BC Parks, to provide cross cultural and outdoor learning programs

THREE-YEAR STRATEGIC PLAN

The ministry is striving to become fully culturally responsive and integrate multiculturalism goals and objectives into all aspects of the ministry's operations.

ANNUAL BUSINESS PLAN FOR 2000/2001

The ministry will continue with all ongoing initiatives. During fiscal year 2000/2001, the Assessment Tool provided by Multiculturalism BC will be used to conduct a self-assessment of the ministry. This assessment will identify strengths and challenges and be used as a framework to develop goals and objectives. A three-year strategic plan for multiculturalism will then be developed and specific initiatives will be identified for annual business plans. The results will also establish a base line to assess annual progress.

On-going initiatives:

- update Language Bank annually
- competitions for management and supervisory positions include assessment of equity and diversity competencies
- remedial measures such as preferential hiring will continue to be used to help create a diverse workforce

Environment, Lands and Parks

- Strategic and Business Plans will include multiculturalism objectives
- examine policies and procedures to remove systemic barriers
- consider multicultural audience in the development and implementation of communication strategies, including translation services when necessary
- organize cultural events to explore diversity
- translation services and interpreters will continue to be provided for exams such as Special Waste Transport Licenses as required
- continue to evaluate the need to translate/provide exams in other languages
- participate in international cultural exchange programs
- accommodate special needs of staff under the protected grounds in the Human Rights Code, such as cultural or religious differences.

Finance and Corporate Relations

EXECUTIVE SUMMARY

Multiculturalism emphasises greater cross-cultural understanding and incorporates contributions of all racial and ethnic groups so they can experience full membership and equal opportunity to participate in the community and society as a whole.

Within the public service, the support of multiculturalism has a dual focus; firstly, to promote a tolerant and inclusive workplace environment; secondly, to deliver services to the public in a manner that is sensitive and responsive to the multicultural reality of British Columbia.

The Ministry of Finance and Corporate Relations promotes a workplace climate of trust and respect, where people are treated with fairness and dignity. These values, together with the principles of service quality, are the foundation of the corporate philosophy, branch operations and human resources activities within the Ministry.

Key actions for 1999/00 included:

- Continued Executive Committee leadership in their emphasis on fairness and equity in all Ministry activities.
- Assignment of a dedicated Executive Sponsor to promote equity and multicultural activities.
- Promotion by Ministry directors and branch managers of education and awareness to support multiculturalism, employment equity and a workplace free of harassment and discrimination.
- Partnering with other parts of government to deliver cost effective harassment and discrimination prevention training sessions through the use of in-house trainers.
- Continued efforts by Ministry branches to improve programs and services to the public to ensure that they are sensitive and responsive to the diverse population of British Columbians.
- Consultation by Human Resource Advisors with managers throughout the Ministry to promote a workplace where employees treat one another with respect and dignity and where diversity is embraced.
- 179 employees completed workshops in Harassment and Discrimination Awareness and Prevention; approximately 90% of our Ministry employee population have received Discrimination/Harassment Awareness and Prevention training.
- 1072 employees participated in training to upgrade skills in areas such as customer relations, communication, teaming, career planning, facilitating, conflict management and new employee orientations, influencing for win-win outcomes, coaching and creating collaborative workplaces.
- There are 3,400 staff or full time equivalents in the Ministry of Finance and Corporate Relations, including supported entities.

HIGHLIGHTS AND ACCOMPLISHMENTS

Executive Commitment

The concepts of multiculturalism have been embedded in the Corporate Mission of continuous improvement in programs and services to clients, and in the written commitment of the Ministry Executive Committee to support workplace diversity by providing equal opportunities and fairness in ministry practices.

The Ministry has established the role of Executive Sponsor for Multiculturalism and Employment Equity. An Assistant Deputy Ministry who is also a member of the Ministry's Executive Committee performs this function. The Human Resource Advisor for Employment Equity and Harassment and Discrimination Prevention is the Ministry representative for multiculturalism and reports to the Executive Sponsor for Multiculturalism.

The Ministry representative for multiculturalism is Lorra Broadbent, Human Resource Advisor and Multiculturalism Representative. Ms. Broadbent works in the Human Resource Services Branch and reports to Grant Price, Human Resource Services Director, who in turn has a direct reporting relationship to the Ministry's Executive Committee. Ms. Broadbent is charged with raising the awareness of and promoting multiculturalism throughout the Ministry.

The Ministry representative attends meetings of the Interministerial Committee on Multiculturalism sharing with other delegates ideas to promote multiculturalism and obtaining guidance from Multiculturalism BC.

Corporate Business Planning Operations

The Ministries corporate strategic/operational plans include multiculturalism objectives and initiatives.

Consistent with the corporate mission of continuous improvement, the Ministry's programs policies and services are developed and changed to meet the needs of the diverse client groups.

The Ministry supports and promotes having a diverse workforce, and the provision of public services and programs that are sensitive and responsive to the multicultural reality of the Province of British Columbia.

Finance and Corporate Relations

Corporate commitment was demonstrated in 1999/00 by:
- implementing an auxiliary preferential hiring program to increase representation of under represented groups to create a more diverse workplace. This initiative was approved by the Human Rights Commission;
- promoting a workplace free of discrimination and harassment and an environment where employees treat one another with respect and dignity;
- providing employee training programs to support diversity and multiculturalism;
- communicating multiculturalism initiatives through resources allotted in the Human Resource Services Branch;
- participating on the inter-ministerial Committee on Multiculturalism;
- having each Division within the ministry prepare an "Identification/Elimination of Employment Barriers Action Plan";
- submitting an Annual Report approved by Ministry Executive to Multiculturalism B.C.

The commitment to multiculturalism has been clearly communicated internally to employees and externally to clients by establishing the corporate mission that describes the goal of continuous improvement in leadership, products, planning and services. The concept of continuous improvement or service excellence has become woven into the daily operations of the Ministry and incorporates many activities that support multiculturalism.

In serving the public, Ministry employees communicate with individuals from different geographic areas and ethno-cultural backgrounds. Consistent with the corporate mission, staff endeavour to remove barriers caused by differences in language or interpretation and to provide services and programs in a manner that is sensitive and responsive.

Within the Ministry, the principles of multiculturalism are reflected in the workplace environment. With Executive-level support, the divisional and branch business plans support multiculturalism by including activities to encourage respect and dignity between all individuals and to support cultural diversity, employment equity and a harassment/discrimination free workplace.

Ministry objectives for 1999/2000 included:
- Continuing to review service delivery areas for opportunities to increase access and reflect multicultural goals;
- Strengthening a Ministry workplace culture that values diversity and is free of harassment and discrimination;
- Developing effective communications through the Ministry newsletter and other channels to promote multicultural policies and information.

Communications

Effective communication, both with ministry employees and with members of the public, is essential in promoting the corporate commitment to multiculturalism. During the past year, communication activities included the following:
- Executive members provided leadership in their continuing emphasis on fairness and equity in all Ministry dealings.
- Corporate support was given to programs celebrating Multiculturalism Week and International Women's Day.
- Ministry directors and branch managers promoted workplace diversity, employment equity and a work environment free of harassment and discrimination.
- Human Resource Services Branch advisors worked in consultation with management to communicate and support a workplace where employees treat one another with respect and dignity as described in the Standards of Conduct for Public Service Employees.
- Human Resource Services Branch posted a "Map of the World" and invited Ministry staff to mark their place of ancestry/origin on the map to promote cultural awareness.
- Multiculturalism posters were distributed and posted in key areas within the Division.
- Film showings of the videos "The Right to Belong" and "Byron Kunisawa" were made available to all staff.
- The Parliament Buildings supported multicultural activities by providing tourists with commentaries on the parliament buildings and the history of BC through the use of tour guides who speak multiple languages.
- The Ministry's Supplier Development staff in Kamloops continued to work closely with the Shuswap Nation band to ensure member companies have all the information necessary to compete successfully for government contracts.
- The Purchasing Commission partnered with Crown Corporations and the federal government to deliver purchasing information to regional BC communities and to encourage economic development strategies for under-represented groups.
- Various staff attended the "Working Forum on Multiculturalism".
- Each Division within the Ministry prepared an Identification/Elimination of Employment Barriers Action Plan.
- Multiculturalism events calendars were posted in high traffic areas within the Ministry.
- The Ministry Executive and staff attended a diversity presentation with facilitator Trevor Wilson.
- BC Statistics provided ongoing data and analytical support to agencies such as Multiculturalism BC, Immigration, Department of Attorney General and PSERC.

Finance and Corporate Relations

- Two auditors from the Consumer Taxation Branch's Vancouver Office attended the Chinese Investment Forum 2000 to assist the Chinese business community with understanding their responsibilities under our taxation statutes. Participation was in co-operation with Canada Customs and Revenue Agency at the forum.
- Negotiations between the Surveyor or Taxes and the society representing those Communal Doukoboors participating in the 1995 Memorandum of Understanding are continuing. The Surveyor of Taxes plans to visit the Doukhobor community at New Settlement, near Castelgar, during their annual may long weekend celebrations to meet with local residents.
- Queen's Printer printing plant continued to help to bridge communication gaps by producing business cards and other publications in several languages to meet the needs of various ministries.
- Revenue Division continued to post and fax information for audit positions to outreach recruitment centres in Vancouver and to the designated target group associations as identified by PSERC.
- The Revenue Division hired auditors from diverse cultural communities who can converse with public in their first language.
- The Office of the Comptroller General celebrated Multiculturalism Week by having a potluck lunch and a world map on which employees indicated their birth/heritage.

Policy Planning and Evaluation

The Ministry promotes a workplace climate of trust and respect where all individuals are treated with fairness and dignity. These values together with the long-established principle of continuous improvement for quality service are the foundations of the corporate philosophy, the operations of the divisions and the human resource activities of the Ministry.

During the past year, action to develop or improve programs, policies and services included the following:

- BC's Purchasing Commission continues to promote an open purchasing process to ensure equal opportunity for all BC companies to bid on selling products or services to government. Communications on the Internet web page increased access to suppliers in all regions of the province.
- Many divisions within the Ministry continue to enrich their work environments by hiring regular and auxiliary employees and co-op and youth employment students from diverse cultural backgrounds.
- Position vacancies were advertised with visible minority associations and outreach organisations.
- Registries staff reinforced their commitment to ensure public access to information: "Our ultimate vision is that all information can be submitted or retrieved electronically by our customers from any location at any time."
- Superannuation Commission diversified their workforce through use of a variety of outreach recruitment measures aimed directly at obtaining applicants from visible minorities.
- Queen's Printer Print Brokerage continued to expand its information services to serve the multilingual needs of British Columbia residents. Publications have been printed in 7 languages to meet ministry needs.
- Revenue Division staff used in-house language/translating resources to assist in communicating with members of the public on taxation and other financial matters.

In 2000/2001 the Ministry will continue to build on the programs and initiatives outlined in this report. Support for multiculturalism is embedded in the Corporate Mission of continuous improvement in programs and services and in the commitment of Executive Committee to support workplace diversity.

Ministry policy and actions will continue to promote a workplace where individuals treat one another with respect and dignity, the fundamentals of cultural pluralism. Human Resource Advisors will work in close consultation with managers to promote these workplace behaviours consistent with the *Standards of Conduct of Public Service Employees.*

Operational strategy and branch business plans will continue to be designed to ensure the highest quality service delivery to the culturally diverse population of British Columbia. Staff training and development programs will continue to build skills that contribute to workplace collaboration and quality customer service.

Ministry objectives and actions in 1999/00 supported the government-wide goals of multiculturalism. The activities outlined in this report contributed to an increased awareness and understanding of cultural pluralism.

The Ministry actively promoted a workplace environment where individuals treat one another with respect and dignity, fairness and equity. Branch employees worked together to develop and improve their programs and services to the diverse population of the province.

In many parts of the Ministry, particularly on the Lower Mainland, diversity has become woven into the fabric of the workplace. Examples are the Product Distribution Centre in Coquitlam and the Consumer Taxation Branch in

Finance and Corporate Relations

Vancouver where the employee makeup reflects the cultural diversity of the surrounding population. These two branches illustrate the tangible progress of the ministry in representing, respecting and responding to the multicultural reality of British Columbia.

Staff Training and Development

The Ministry Executive Committee gives strong support to the principles of multiculturalism, employment equity and harassment and discrimination prevention. Branch directors are accountable for their business plans that include objectives and actions to support the cultural diversity of the people of the Province.

Staff development and training programs for all levels of employees are a high priority with Executive Committee. Building on the service quality principles developed over the past ten years, the Ministry in 1999/00 offered a wide range of activities contributing to increased understanding of cultural pluralism.

Senior managers attended a series of satellite seminars at PSERC's Employee Learning Services, targeting skills for managing as mentors, and leadership/management in a rapidly changing work environment. Ministry employees of all levels participated in PSERC's transition workshops, which focused on workplace communications and teamwork during time of change, and in the training program on "Culturally Responsive Service Delivery".

In addition, many branches co-ordinated in-house awareness/education sessions contributing to the multicultural principles of respect and dignity between all individuals. Branch endeavours included social gatherings to celebrate cultural diversity, team-building sessions and communications workshops and Diversity/Multiculturalism video showings.

Corporate training delivered through the Human Resources Training Unit focused on various skills and multiculturalism/diversity aspects and included the following:

COURSE TITLE	NUMBER OF SESSIONS	NUMBER OF PARTICIPANTS
Harassment and Discrimination Awareness and Prevention	16	179
Ministry Orientation	2	27
Managing Your Priorities	2	23
Giving and Receiving Constructive Feedback	3	30
Moving from Conflict to Collaboration	2	17
Influencing Win-win Outcomes	2	11
Presentation Skills	2	22
Team Leadership	1	9
Achieving Extraordinary Customer Relations	1	6
Teaming	1	8
Navigating change	17	167
Whose Career is This	1	9
Facilitating for Results	3	24
QUEST	2	16
Keeping Skills Alive	8	111
Effective Business Writing	1	12
Requests for Proposals	1	15
Selection Standards	2	19
Recruitment and Selection	5	73
Moving Organization Forward	1	10
Managing Stress	3	38
Identifying Work Priorities	1	13
Correcting Performance Problems	4	49
Conducting Collaborative Performance Reviews	7	65
Prevention of Violence	2	27
Myers Briggs	5	46
Coaching	4	46
TOTALS	**99**	**1072**

Community Outreach

Ministry staff worked with different ethno-specific media and community organisations on a regular basis to promote and publicise access to its programs, services and business opportunities. Outreach activities for the year included:

- Active participation by the Employment Equity and Multiculturalism Co-ordinator on the Victoria Outreach Committee.

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- Participation in 5 career fairs with 2800 participants and provided job shadowing opportunities for Aboriginal students.
- Advertising job opportunities to various outreach agencies and organisations.
- Working with various outreach contacts to promote awareness and facilitate work experience opportunities.

THREE-YEAR STRATEGIC PLAN

Based on the feedback received from the assessment tool mentioned above, develop a three-year strategic plan for multiculturalism.

ANNUAL BUSINESS PLAN

Environmental Scan

- The availability and retention of staff in both the short and long term.
- Increasing expectations for more efficient and effective government administration and regulation.
- The under-representation of equity groups – including women, visible minorities and people with disabilities – in the ministry, and the need to increase recruitment from these groups in order to ensure the ministry's workforce represents the diversity of the province.

Goals

The ministry has identified and adopted the following multiculturalism goal, which will help it to achieve its vision and mission, and to support the government's ability to address its priorities. (See the Action Plan table).

- A highly skilled, innovative, dynamic and professional workforce that is representative of the population the ministry serves.

Additional Action Items:

1. Communicate Executive commitment to fairness and equity, and to initiatives that support these values.
2. Elimination of systemic barriers in hiring and career growth practices.
3. Encourage preferential hiring where appropriate as approved by the Human Rights Commission and monitor progress through statistical reporting.
4. Continue to offer employee development and training to increase understanding and appreciation of cultural diversity.
5. Ensure that communications, policies and Cabinet submissions are consistent with the accepted standards of equity and fairness.
6. Co-ordinate multiculturalism and employment equity activities and planning through resources allocated in the Human Resource Services Branch.
7. Communicate Executive support for the principles of multiculturalism, employment equity and a workplace free of harassment and discrimination.
8. Monitor multicultural and employment equity actions incorporated into 2000/2001Branch business plans.
9. Review progress reports and updates on multiculturalism and employment equity actions at Executive Committee twice a year.
10. Continue to review and improve the delivery of programs and services to ensure they are sensitive and responsive to our multicultural client base.
11. Continue to actively recruit employees from a cross section of diverse backgrounds to facilitate understanding of multiculturalism within the ministry.
12. Administer an assessment tool to various employees within the Ministry to identify strengths and challenges in becoming fully culturally responsive.

Finance and Corporate Relations

ACTION PLAN

Goal 6: A highly skilled, innovative, dynamic and professional workforce that is representative of the population the ministry serves.

STRATEGIES/INITIATIVES	MEASURES	MILESTONES
Orient new employees to the ministry and ensure all employees gain the knowledge and skills to do their jobs expertly and efficiently to support the Ministry's changing needs by: • Ensuring all new employees attend Ministry orientation programs. • Identifying job knowledge and skills (i.e. competencies) required for employees to do their jobs. • Providing learning and development opportunities for employees to gain the knowledge and skills they require.	• 100% of new employees attend ministry orientation programs. • Operational priorities permitting, a Ministry-wide target of 10,000 development days per year within three years.	• Orientation Website implemented by August 1, 2000. • Top 10 competencies and supporting performance measures most commonly required in Ministry jobs are identified.
Attract qualified staff to carry out the Ministry's mandate that is representative of the population we serve by: • Reviewing all job advertisements to ensure they accurately reflect the duties based on bona fide job requirements, and promote the principles of equity and diversity.	• 100% of all advertised jobs will be accurately described and classified • 75% of "out-of-service" jobs will have improved staffing practices (e.g. revitalised language in ads; competency based recruitment; exit interviewing...) to ensure we are able to compete with other markets.	• Continue to identify and remove barriers to employment equity with a status report on September 25, 2000.
• Using and promoting identified competencies in the selection process to hire new staff. • Developing an updated ministry succession plan with recommendations on attracting, developing and retaining staff.	• Increase use of "competency based" selection processes from 30% to 40%.	• Complete a ministry succession plan by November 1, 2000.
• Ensure employees are properly compensated and career advancement opportunities exist through the effective use of existing job classification plans and organisational design principles by: • Identifying what jobs need to be classified and prioritize the work necessary to classify them.		• Inventory all outstanding jobs requiring evaluation by October 31, 2000. • Establish a priority ranking scale (e.g. high medium and low) based on key factors like operational need; contractual commitments; central agency direction, by November 2, 2000. • Develop a time line to review all jobs starting with the highest priority by December 1, 2000.
• Developing more "growth series" and "generic jobs" to allow for career advancement, and promote movement of staff to needed areas.	• Increase the number of "growth series" and "generic job descriptions" by 10%. • Identify career paths for 60% of all Ministry jobs.	
Provide an environment of leadership and support where employee contributions are recognised and valued by implementing and supporting division recognition programs.	• 100% of suggestions received from staff are reviewed and decided within 2 months of initial receipt. • Implement at least 3 recognition events per Division, per year. • Implement 1 work process review per Division, per year.	

Fisheries

EXECUTIVE SUMMARY

BC Fisheries, as part of the Ministry of Agriculture, Food and Fisheries, leads the provincial government's efforts to build and sustain diverse and healthy native fish populations and to develop and diversify the fisheries and aquaculture sector for the benefit of all British Columbians.

The management of fish, their habitats and the fisheries in British Columbia is shared and complex. It involves partnerships and consultation among governments, First Nations and communities. The ministry strives to create a work environment that welcomes values and respects the diversity of the communities it serves.

The *Multiculturalism Act* of BC recognizes that the cultural diversity of our society is a fundamental characteristic that enriches the lives of all British Columbians. The Act requires an annual report on its administration and implementation, setting out initiatives undertaken during the past fiscal year to promote and support multiculturalism policy that promotes cross-cultural understanding, the full participation of all individuals in our society, and a society free from all forms of racism.

BC Fisheries continues to carry on government services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia.

The ministry continues its commitment to maintaining effective communication strategies that foster understanding and cooperation with our customers and staff and are inclusive of all cultures of our society. We continue to consult with the public at both the provincial and community level, with articles and advertisements in provincial, community and ethnic news media.

The ministry also ensures all legislation and policies produced by the ministry are consistent with the principles and objectives of multiculturalism.

HIGHLIGHTS AND ACCOMPLISHMENTS

Corporate Commitment and Implementation

BC Fisheries has made a clear commitment to consult with aboriginal communities, organizations and governments on matters related to fisheries in order that our policies and programs reflect their diverse interests.

The Strategic Plan includes the following statement of multiculturalism principles which the ministry has committed to follow in its management of fish, habitats and fisheries.

1. Diverse values and interests – to recognize the diversity of human values and interests surrounding fish and fish habitat including the:
   - Social, cultural and economic value of the resource.
   - Importance of the resource in ensuring economically viable communities.

2. Shared accountable management – to take a community-based, proactive, cooperative approach to fisheries management through:
   - Increased involvement of British Columbians in the decision-making process.
   - Open and accountable decisions.
   - Adaptive and integrated management.

3. Cooperative relationships – to strive for cooperation amongst all orders of government, including First Nations, fisheries sector groups and communities.

One of the ministry's priority objectives is to further develop "cooperative relationships and informed decision-making". We recognize that the success of ministry programs is influenced by shared knowledge and understanding of fisheries resource issues amongst the public, First Nations and other governments. BC Fisheries supplements its direct role in fisheries management through effective partnering with communities, First Nations, stakeholder groups, and other agencies. The Strategic Plan identifies the following relevant key strategies to help us meet the above objective. Each has a multicultural component:

- Promote and implement policies based on feedback from regional / community input.
- Support treaty negotiations with First Nations.
- Explore mechanism to incorporate local and First Nations' traditional knowledge into decision-making.
- Inform, educate and consult about fish, fisheries management, aquatic eco-systems values and stewardship.
- Enhance community involvement, including that of First Nations; in land and resource planning and decisions in order to diversify local economies.
- Coordinate ministry response and liaise with other organizations in support of communities and individuals affected by the cyclical and structural changes to the fishery.

The Deputy Minister appointed the Director of Sustainable Economic Development Branch as the Executive Sponsor for Employment Equity and Multiculturalism, and the Director reports to the Deputy Minister in this capacity.

The Employment Equity and Multiculturalism Advisor/Ministry of Transportation and Highways is contracted to provide employment equity and multiculturalism services to BC Fisheries. The Advisor coordinates the

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annual report for multiculturalism and represents the ministry on the Inter-ministerial Multiculturalism Committee. The Advisor also develops and implements multicultural initiatives related to education and awareness, and the integration of multicultural issues into training and orientation.

Branches incorporate the principles and objectives in their delivery of programs. BC Fisheries has made a strong commitment to working with communities, including First Nations communities, to develop vehicles for more direct community participation in fisheries decision-making, in order that the diversity of interests in communities are reflected in such decisions.

BC Fisheries had 165 FTE's in its organization during this period.

The BC Fisheries Performance Plan 2000/2001 includes the following values and principles:

Values

The following values outline the fundamental beliefs of BC Fisheries and describe how the organization and its employees interact with clients and each other. BC Fisheries will conduct its business in a manner that is:
Fair and Equitable – adopting a leadership role in the decision-making process that recognizes a diversity of views and values;
Responsive – responding to the needs of staff, fisheries sector groups and communities in a timely and courteous manner; and
Co-operative – promoting teamwork, good working relationships, and effective partnerships with and co-operation among all orders of government, First Nations, fisheries sector groups and communities.

Communication Activities

BC Fisheries strives to be culturally diverse. The ministry continues to promote effective communication strategies that foster understanding and cooperation, and are inclusive of all cultures. To this end, the ministry strategic plans, regional and branch core business goals and objectives all include public consultation. General practice is to contact the local community media and work with project communications consultants to prepare written and verbal messages to the public. The ministry objectives are to foster the understanding and respect of race, cultural heritage, religion, ethnicity, ancestry and place of origin to support the individual needs of our diverse workforce and customers. The ministry continues to invite staff and community input and participation on ministry businesses and projects.

It is common practice to consider the intent and spirit of multiculturalism/employment equity initiatives in the development and implementation of all communication activities, including publications, advertising and media relations.

BC Fisheries managers ensure that all policies and legislation are consistent with the principles of multiculturalism and written in plain language wherever possible.

Two ministry representatives participated in the Working Forum on Multiculturalism held at Royal Roads University on Sept 23/99.

Posters and calendars were circulated internally throughout the year (for occasions such as the International Day for the Elimination of Racism, National Aboriginal Day, and Multiculturalism Week) to increase awareness and understanding of cultural diversity and multicultural events.

The ministry's business plan and annual report include planned activities and accomplishments related to multiculturalism.

Information bulletins and press releases reflecting the commitment to multiculturalism are made available to staff, media and clients. Of particular interest are those reflecting the fundamental ministry belief that First Nations, communities, and stakeholders must be given an effective role in influencing major fisheries policy and fisheries management decisions.

The Multiculturalism Advisor also maintains and promotes library resources consisting of videos, pamphlets, posters, directories, calendar of events on a variety of related topics, such as:

- *Multicultural Events Calendar* (produced monthly)
- *British Columbia Directory of Multicultural, Anti-racism and Immigrant Service Organizations* (March 2000)
- *Video Resource Guide* – a listing of available videos in the Multiculturalism BC resource library (Nov 1999)
- *1999 End Racism Awards*
- *BC Newcomer's Guide to Resources and Services* – immigrant settlement (Jan 2000)
- Video – *The Courage to Stand* – looks at incidents of hate in the Okanagan Valley and the strength and courage of BC communities in response.
- *A Profile of Immigration to BC Regions and Communities* 1986-1996
- *Working Forum on Multiculturalism*, Royal Roads University Sept 23/99
- Video – Byron Kunisawa "*Working Forum on Multiculturalism*" Sept 23/99 Victoria

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- Video – Trevor Wilson "*The Business Case for Equity and Diversity*"
- *A Guide to Aboriginal Organizations and Services in BC 2000*

The perception is aboriginal peoples currently employed as regular employees in BC Fisheries is reflective of the BC population. In view of the importance and role of First Nations in fisheries management, increasing the representation beyond this level is required to increase the effectiveness of the agency.

The ministry increased its proportion of First Nations through the hiring of an aboriginal person to the First Nations Liaison Office in Courtenay and attempted to recruit an aboriginal person for Manager of Aboriginal Relations. Specific targets have also been established for Employment Equity Plans to ensure auxiliary hires reflect the composition of visible minorities and aboriginal people.

Staff Training and Development

The integration of multicultural content into skill building is intended to ensure that respect for cultural diversity becomes a guiding principle.

Ministry employees are required to attend the government's mandatory half-day course: Discrimination and Harassment Awareness training.

39 staff attended Employment Equity/Multicultural training sessions such as:
- Culturally Responsive Service Delivery
- Reasonable Accommodation Training
- Valuing and Welcoming Diversity
- Aboriginal Cultural Awareness
- Staffing in the Public Service – training to participate on selection panels – encouraging attendance of designated group participants.

A ministry-wide Training Needs Analysis of Employment Equity/Multicultural/Human Resource related training was completed for fiscal 99/2000
Course Title/number of employees requiring training province-wide:
Staffing in the Public Service – 3
Aboriginal Cultural Awareness – 1
Valuing and Welcoming Diversity in the Workplace – 1

All Multicultural/Employment Equity related training events/information sessions are promoted for attendance throughout the ministry.

REVIEW OF PROGRAMS, SERVICES, POLICIES AND LEGISLATION

While developing and delivering policies, programs and services for British Columbians, BC Fisheries considers multiculturalism and diversity as one of the many important issues to consider. It strives to ensure its programs and services are culturally responsive and are written in plain English wherever possible.

The *Multicultural Assessment for Cabinet Submissions* is used to assist policymakers to determine the impact of their policy on British Columbians of every ethnicity, ancestry, cultural heritage, religion and place of origin.

IMPROVING RELATIONS

Working with Regions and Communities

Piloting a West Coast Vancouver Island Regional Aquatic Management Board

BC and Canada have agreed to pilot regional fisheries management boards in the province, including the West Coast Vancouver Island Regional Management Board (WCVI RMB) proposed by the Nuu-chah-nulth Tribal Council (NTC). Negotiations are under way between BC Fisheries, NTC, the Department of Fisheries and Oceans, the Regional Aquatic Management Society (a regional stakeholder group) and other interested stakeholders. Negotiations will determine the objectives, responsibilities and structure of the WCVI RMB. Consultations are taking place with all interested stakeholders. The regional management board initiative is consistent with the BC Fisheries' strategic objectives of building and sustaining diverse and healthy fisheries; jobs and communities through shared decision making and enhanced stewardship.

Working with First Nations

Treaty Support

Fish are very important to many BC First Nations -- this was recognized more than 100 years ago when James Douglas conferred upon certain First Nations on Vancouver Island a treaty right to fish as they had done for centuries past. Today, with the advent of modern treaties, BC Fisheries is active in supporting negotiations in the Ministry of Aboriginal Affairs with treaty negotiations. The fisheries component of treaty negotiations is dealt with in fisheries chapters. Typically, a fisheries chapter will provide for a treaty entitlement of fish to enable the First Nation to satisfy its food, social and Economic needs. Other issues may include fisheries management, participation in a commercial harvest, enhancement and enforcement.

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Regional support balanced with acknowledgement and respect of Aboriginal rights and title.

Many of BC Fisheries activities, especially licensing, have the potential to infringe on aboriginal rights or titles. In order to avoid infringement government must conduct meaningful consultation with any affected First Nations.

BC Fisheries is committed to co-operative government-to-government relationships with First Nations based on mutual respect and trust.

ANNUAL BUSINESS PLAN

NAME AND DESCRIPTION OF ACTIVITY/INITIATIVE	DEPARTMENT RESPONSIBLE
Be proactive in addressing controversial issues that involve aboriginal and other multicultural groups through sensitive communications and negotiations.	ADMs and Regional Directors
Continue pilot project of Reasonable Accommodation Request Tracking	EE/Multiculturalism Representative Directors and Managers
Using an outreach approach, contact bands and other multicultural organizations to develop innovative ways to involve them in fisheries projects.	Directors
Utilize the assistance and ideas of the increasing numbers of ministry multicultural employees engaged in providing front line service, policy and program development, consultation and communication.	Directors
Promote and coordinate activities to raise the profile of multiculturalism to staff	All managers
Ensure staff has access to the 1999/2000 BC Fisheries Employment Equity Action Plan	Employment Equity/Multiculturalism Advisor
Investigate possibility of developing and publishing the Fishing Regulations into other languages with focus on the Lower Mainland	BC Fisheries Communications Branch
Promote and present multiculturalism and anti-racism information sessions to ministry employees.	Headquarters and Regions
Encourage front-line staff to participate in "Culturally Responsive Service Delivery" training	Employment Equity and Multiculturalism Advisor and Supervisors
Ongoing canvassing of staff and managers to determine employment equity/multiculturalism training needs	Employment Equity/Multiculturalism Advisor
Encourage active participation on the MoTH EE/Multiculturalism Committee and actively participate in the Inter-Ministry Multicultural Committee.	Employment Equity and Multiculturalism Advisor
Continue to circulate information and resource material throughout MoTH to promote awareness. Advise the EE/Multicultural committee on articles, web-sites and media information concerning all aspects of diversity. Review and update links from the ministry's Internet/ and Intranet sites	Employment Equity and Multiculturalism Advisor
Continue to encourage and support staff in attending employee associations meetings such as ABCGED, AEA, and BCVMEA.	Employment Equity and Multiculturalism Advisor
Continue to monitor fairness and equity in ministry programs. Strive to eliminate barriers in policies and procedures that would hinder participation and equal treatment.	Employment Equity and Multiculturalism Advisor and all management

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NAME AND DESCRIPTION OF ACTIVITY/INITIATIVE	DEPARTMENT RESPONSIBLE
Promote a workplace where employees treat one another with respect and dignity. Embrace the principles of human rights and the elimination of discrimination and racism.	Employment Equity and Multiculturalism Advisor and all managers
Work towards being representative of the general workforce through fair and equitable hiring practices and promote equality and equity.	Employment Equity and Multiculturalism Advisor and Human Resources Branch
Continue the hiring of auxiliary, coop, Youth Employment Program and students from the under-represented groups.	Employment Equity and Multiculturalism Advisor and Human Resources Branch
Advertise position vacancies to an assortment of outreach/advocacy agencies.	Employment Equity and Multiculturalism Advisor Human Resources Branch
Continue to encourage and support Outreach Committees and staff to participate in career and job fairs to present information concerning recruitment in the BC Public Service.	Employment Equity and Multiculturalism Advisor Outreach Committees/ Human Resources Branch
Encourage staff from diverse backgrounds to receive training to participate on hiring panels.	Employment Equity and Multiculturalism Advisor
Promote a management style that respects diversity	Employment Equity and Multiculturalism Advisor and all management
Cultivate understanding and acceptance of cultural diversity among employees.	Employment Equity and Multiculturalism Advisor and all managers
Continue to develop culturally competent services (which include the importance of culture and cross-cultural relations). Continue to look for ways to enhance delivery of services and make recommendation for change as needed.	Employment Equity and Multiculturalism Advisor and all managers

Forests

EXECUTIVE SUMMARY

The Ministry of Forests is committed to: creating a work environment that reflects, respects and values the diversity of British Columbia; providing a workplace that is free of racism, harassment and discrimination; and ensuring that there is equal opportunity for full participation and access to all services within the communities we serve.

The ministry continues to support the premise that equity and multiculturalism issues are intrinsically linked and should not be dealt with as separate entities. The ministry also believes that in order to be successful, equity and multiculturalism goals and initiatives must be built into the operations of the ministry. In the 1999/2000 fiscal year, the ministry incorporated equity and multiculturalism goals into its business and strategic plans, as well as the Equity and Diversity Action Plan.

Highlights of actions taken in the 1999/2000 fiscal year to achieve the ministry's multiculturalism goals included:

- Educating staff in the prevention of discrimination and harassment.
- Encouraging staff to attend diversity-related training.
- Encouraging staff to explore, understand, accept and celebrate cultural differences.
- Advising employees on multicultural issues and initiatives that happen throughout the province, country and the world.
- Communicating to staff equity and diversity initiatives (both at the Executive and local management level).
- Ensuring active participation on the Inter-ministerial Multicultural Committee and sub-committees.
- Ensuring active participation by all divisions on the Ministry of Forests Equity and Diversity Advisory Committee (EDAC) and encouraging active participation in all local equity and diversity advisory committees.
- Maintaining staff and budget levels in the Equity and Diversity Office.

In the 1999/2000 fiscal year, the Ministry of Forests was assigned 4335 FTEs. The resources of approximately 4 FTEs are expended upon equity and diversity initiatives (two dedicated FTEs, as well as approximately 2 FTEs for provincial and local committee members' time).

HIGHLIGHTS AND ACCOMPLISHMENTS

Executive Commitment

The ministry's Executive remains committed to equity and diversity initiatives. Support was shown in many different ways including, but not limited to:

- No reduction to the equity and diversity resources, although the ministry experienced extensive budgetary cuts.
- Deputy Minister included information about equity and diversity initiatives in his letters to all staff (i.e. new action plans), as well as his expectation for senior management to attain equity and diversity objectives in their respective response centres.
- Executive Sponsor responsible for equity and diversity (raises issues at Executive meetings; co-chairs the EDAC; communicates equity and diversity initiatives to all staff).
- Executive commitment to support a fully active and functional EDAC (for which the ministry received a recognition award by Multiculturalism BC).

Corporate Business Planning and Operations

The ministry has both provincial and local level equity and diversity advisory committees. Compositions of the committees are to replicate the cultural diversity of the province.

The mandate of the Provincial Advisory Committee is to oversee the implementation of the ministry's employment equity and multiculturalism strategies and the integration of the principles of equity and diversity into the day to day operations of the ministry. The committee is co-chaired by the Assistant Deputy Minister, Management Services Division and the Manager, Equity and Diversity and supported by the Director of Human Resources.

The local level committees have a similar mandate as the provincial committee, dealing with strategies and issues at the local level. Committee members are also a staff resource and provide information and education to staff in their offices about equity and diversity issues. These committees have contact with their local management teams directly, or through a senior manager representative. Committees are working to ensure that equity and diversity issues are part of the regular local Management Team meetings.

To ensure equity and diversity is incorporated into the ministry's operations:

- Equity and diversity is included in the ministry's business and strategic plans.
- Equity and diversity is identified as a core issue in the ministry's Human Resources/Succession planning.
- All regions and divisions are required to submit Equity and Diversity Action Plans that are approved by senior management. Regional/divisional plans are rolled up into the overall ministry plan.

Forests

- Action plans are reviewed on a regular basis and shortfalls are brought to the appropriate manager's attention.

Communications

The Ministry of Forests' on-going commitment to multiculturalism is reflected in its equity and diversity principles, initiatives and its Equity and Diversity Action Plan. This plan is endorsed by Executive and is made available to all staff for review.

The Equity and Diversity Office continues to post and/or distribute information related and sensitive to equity and diversity such as:

- Diversity-related training is communicated to all staff and attendance is encouraged.
- Multi-faith calendars are distributed to all offices.
- Multiculturalism BC Events Calendars are distributed to all offices.
- Equity and diversity related websites are distributed to all offices.
- The ministry has an on-line Equity and Diversity Bulletin Board to post training; current issues; ministry initiatives, etc.
- Diversity related posters and literature are distributed to all offices.

Other communication initiatives include:

- E-mails from the Deputy Minister and Executive Sponsor about equity and diversity initiatives.
- Ensuring staff meetings include equity and diversity items on agendas.
- Ensuring photographs for information materials reflect the cultural diversity of the province.

Policy Planning and Evaluation

The ministry continues to review and evaluate policies, programs and services to ensure they are fair and equitable.

Training and Education

Reduced budgets continue to be a factor in the amount of training the ministry is able to provide. Additional training funds were allocated for 1999/2000. Diversity specific courses attended included:

- Valuing and Welcoming Diversity – 49 employees
- Culturally Responsive Service Delivery – 30 employees
- Cross Cultural Awareness Training – 53 employees
- Discrimination Prevention Workshop – 254 employees
- Reasonable Accommodation – 30 employees

The ministry is dedicated to ensuring that the workplace is discrimination and harassment free. Steps towards this goal include:

- Manager, Equity and Diversity participation on the sub-committee to update discrimination prevention training materials.
- Regularly scheduled Discrimination Prevention Workshops in Victoria (first and third Thursday of the month).
- Regional training is either through ministry training sessions or through Employee Learning Services sessions.
- Disabilities awareness month to foster better understanding about disabilities issues and become more inclusive.
- Pilot ministry for the Reasonable Accommodation Tracking Form.
- Harmonious Workplace workshop is promoted throughout the ministry.

Multiculturalism Week:

All offices take part in a variety of Multicultural Week activities – from displaying posters and information to hosting lunches, guest speakers and other activities. To start Multiculturalism Week, the Executive Sponsor sent an e-mail to all staff detailing the background of Multiculturalism Week and encouraging all staff to participate in the various activities happening around the province.

Examples of activities include:

- Forestry Division lunch presentations – guest staff speakers spoke on their travels and experiences in other countries (Travels in France; a view of life and work in Nepal forests; travels in South America; and diversity in Bolivia); member of the local equity and diversity committee created a multiculturalism poster that was distributed throughout the ministry.
- Management Services Division hosted a lunch presentation "Multiculturalism through Music and Dance" with members of the Inter-Cultural Association of Greater Victoria.
- 100 Mile House Forest District showed videos Right to Belong and Courage to Stand; held a "flag identification" contest and an "international lunch".
- Cariboo Regional Office held a "Multiculturalism" theme potluck.
- Williams Lake Forest District had a display of cultural artifacts.
- Penticton Forest District – decorated coffee room; multicultural lunch; and employees dressed in cultural costumes.
- Clearwater and Vernon Forest Districts hosted multiculturalism lunches.

Forests

- Dawson Creek Forest District hosted cultural coffee breaks held all week.
- Mackenzie Forest District hosted multicultural mini-golf and snacks.
- Kalum Forest District held a Multicultural potluck with prizes for the most original multicultural costume.
- Bulkley Forest District had a world map and asked employees to identify their place of origin.
- Vancouver Forest Region had a world map and asked employees to identify their place of origin, as well as interesting locations travelled to; list of multicultural events happening around town; and cultural artifact show and tell.

Elimination of Racism:

- Poster campaign.
- Dr Warburton, a guest speaker from the University of Victoria, was invited to speak to staff about Racism in the Workplace.
- Regions distributed information about Elimination of Racism day.

Aboriginal Awareness Day

- Supported through a poster campaign.
- Individual offices hosted a variety of events.

Diversity Awareness

- EDAC ensures that there is a cultural learning component at all provincial meetings (i.e. the spring meeting included a tour of Victoria's China Town; the fall meeting was hosted at the Shuswap Tribal Council in Kamloops; and the winter meeting was hosted at Multiculturalism BC).
- Aboriginal Workforce Participation Initiative toolkit distributed to all offices.
- Staff encouraged to attend presentations by Byron Kunisawa and Trevor Wilson.
- Byron Kunisawa video distributed to all regions and divisions.
- Executive Sponsor; Director, Human Resources; Manager, Equity and Diversity; Manager, Human Resources Operations attended the Multiculturalism BC Forum.
- All Human Resources Branch managers were required to attend the Trevor Wilson presentation; the video is being distributed to regions/divisions for review.
- Lillooet Forest District added equity and diversity information to the district web page.

Community Outreach

The ministry continues to support organizations through attendance and promotion of attendance of special events and annual general meetings as invited, such as:

- Annual and monthly general meetings of the BC Government Employee Associations for Visible Minorities, Association of BC Government Employees with Disabilities, as well as the Aboriginal Employees Association.
- Career fairs.
- Sponsorship of the Victoria Intercultural Association's March 21st ad in the Victoria *Times Colonist* supporting the Elimination of Racism.
- Participation on inter-ministry outreach committees (the Director of Human Resources supports the Kootenay and Cariboo Region Outreach committees and the ministry has representatives on all other committees where there is a ministry office).

THREE-YEAR STRATEGIC PLAN

The ministry's goals are to have a work environment that reflects, respects and values the diversity of British Columbia, as well as providing a workplace that is free of racism, harassment and discrimination. This will be achieved when all employees and clients feel welcome regardless of their gender, ancestry, race, ethnicity, religion, place of origin, or cultural heritage.

To ensure this goal is accomplished the Ministry of Forests is working towards full integration of equity and diversity into all operations to ensure that it is not viewed as "just a human resources function."

- Equity and diversity goals are to be included in all divisional business plans.
- Equity and diversity strategies are to be identified in the ministry's human resources/succession planning process which, in turn, is linked into the Strategic Management Committee and is looking at goals and objectives to meet the ministry's core business requirements.

An additional strategic objective of the ministry is to broaden the scope of equity and diversity so that all employees feel they work in an inclusive environment. The past emphasis on equity objectives has been to increase representation rates of the four designated groups. This will continue to be an important objective within the ministry; however, equity is broader than issues related to the four designated groups – it is about fairness for all. Taking this position further strengthens the ministry's case that equity and diversity initiatives should be inter-twined.

Forests

During the 2000/01 fiscal year, the ministry will continue working with tools such as the *Multiculturalism BC Resource Kit* and the *Diversity Diagnostic Tool* to identify areas of weakness and develop strategies to create a workplace that is culturally responsive. The initial focus will be on increased communications; training initiatives; and policy reviews.

ANNUAL BUSINESS PLAN

The Ministry of Forests incorporates multiculturalism goals and objectives into its Equity and Diversity Action Plan, which is due June 30, 2000.

In order to attain the ministry's strategic goals for multiculturalism, the following is a partial list of objectives that will be incorporated into the 2000/01 Equity and Diversity Action Plan:

- Nominate and support participants for the Multicultural Leadership Program at Royal Roads.
- Provide a ministry specific business case for the Leadership Program and adopt solutions as part of the ministry's three-year strategic plan.
- Increase information and education about equity and diversity that meets the ministry's objective of ensuring equity is about fairness for all.
- Recommend that Welcoming and Valuing Diversity and Reasonable Accommodation become mandatory courses for supervisors, managers and anyone involved with recruitment and selection.
- Continue integration of equity and diversity goals into the ministry's strategic and business plans that will make equity and diversity "a way of life."
- Increase communication from the Deputy Minister, Executive Sponsor and senior managers on equity and diversity initiatives and expectations.
- Have accountability for equity and diversity goals and objectives built into senior management's job descriptions and performance plans.
- Update ministry web site for equity and diversity issues, as well as a comment/feedback section.
- Link diversity to ministry business (i.e. other countries forest practices).
- Review written materials for translation requirements.
- Increase contact with community organizations and ethno-specific media sources.
- Review current new employee orientation package to ensure it includes information on equity and diversity.

Health and Seniors

EXECUTIVE SUMMARY

Since 1997 many of the ministry's programs and services, including some multicultural initiatives, have been transferred to health authorities or, in some cases, the Ministry for Children and Families.

The Ministry of Health, with 2,974 FTE's (full-time equivalents), continues to assist many of the new regional and community authorities in their planning activities as they address issues of multicultural health.

Some programs, which remain the responsibility of the Ministry of Health, are targeted to specific multicultural populations. The Office of the Provincial Health Officer and Preventive Health Services both maintain a strong focus on identifying and addressing the service needs of the multicultural community. Other Ministry departments/programs such as the Vital Statistics Agency and the Medical Services Plan (MSP) continue to provide multilingual communications and/or educational materials.

The ministry's multiculturalism policy, published in *Policy Frameworks on Designated Populations*, April 1995, helps to guide the ministry in its multicultural planning. The ministry's strategic/operational plans continue to include multicultural objectives.

Corporate Commitment and Implementation

The Ministry of Health's Multiculturalism Committee, established in October 1995, includes representatives from many ministry program areas. The committee is mandated to address cultural and linguistic barriers to effective program delivery. The Committee examines multicultural issues within the Ministry of Health and reviews large ministry programs/initiatives for possible services such as translation.

The Ministry of Health has developed health policy frameworks to deal with service and health status issues for designated populations who have not always experienced equity in these areas.

Review of Programs, Services, Policies and Legislation

Some ministry programs have incorporated goals and objectives in regard to multiculturalism; those programs are reviewed for their multicultural focus, as needed. New and revised legislation and revised services are reviewed for their impact on the multicultural community.

New Initiatives

As part of the expanded outreach recruitment activities, approval was requested and received from the BC Human Rights Commission to give preference to designated group members on auxiliary referrals from the Recruitment Access Office on February 15, 2000. This initiative is in place until August 15, 2001.

The Ministry is also leading an inter-ministry initiative in identifying "best practices" from the Employment Equity Executive Sponsors reports, and promoting "best practices" for the purpose of raising awareness in ministries.

Significant Continuing Initiatives

Staff Training and Development

- Provided access for staff to attend equity-related training (included "Valuing & Welcoming Diversity", "Aboriginal Cultural Awareness", and "Culturally Responsive Service Delivery") as available through Employee Learning Services. Offerings were advertised in Staff Development and Training 99/00 Course Calendar on the Ministry web site, and through ELS e-mail distribution to employees.
  Target Group: All Ministry of Health staff
  Department/Branch: Staff Development and Training
  Number of Participants and Sessions: 162 regular employees were trained in one or more of these courses, representing 11.2% of all health employees. 72% of Human Resources employees (NOC 0012, 1121 and 1223) were trained in one or more of these courses.
- Staff Development and Training ensured that all staff, supervisors and managers had an opportunity to attend the mandatory Discrimination and Harassment Awareness training.
  Target Group: All employees
  Department/Branch: Staff Development and Training
  Number of Participants and Sessions: Number of regular employees who have completed training to date: 1,051.
  Number of auxiliary employees who have completed training to date: 47.
  Total: 1,098 employees, representing 71.6% of the ministry, have attended to date.
- MOH Executive supported time and resources for designated group members to participate in the Mentoring Program, and supported employees to attend the Visible Minority and Aboriginal Employee Association meetings. The MOH hosted the Annual General Meeting of the Visible Minority Employee Association.
  Target Group: All Ministry of Health employees
  Department/Branch: Human Resources.

Health and Seniors

- Human Resources Staffing and Administration and Staff Development and Training encouraged designated group members (including visible minorities and aboriginal employees) to receive training and participate on selection panels.
  Target Group: All Ministry of Health employees
  Department/Branch: Staff Development and Training and Human Resources.
- Reasonable Accommodation Training (the duty to accommodate under Human Rights legislation) was sponsored by Staff Development and Training.
  Target Group: All Ministry of Health employees
  Department/Branch: Staff Development and Training
  Number of Participants and Sessions: 22 employees attended this training.
- Staff Development and Training promoted and held sessions concerning Workplace Literacy – three, 12-week sessions were offered. One of the target audiences for this training was employees for whom English is not their first language. The Ministry of Health's BEST (Better English Skills Training) program also made space available to participants from other ministries.
  Target Group: All employees, including those whose first language is not English.
  Department/Branch: Staff Development and Training
  Number of Participants and Sessions: 30 participants.
- A "Diversity of Selection Panel Policy" has been developed for approval by the Corporate Programs Assistant Deputy Minister and/or Executive.
  Target Group: Employees responsible for recruitment and selection.
  Department/Branch: Staffing and Administration Branch.
- A "New Employee Orientation Session" is being developed with an Employment Equity component included as a part of the Human Resources section of the workshop.
  Target Group: New employees to the ministry.
  Department/Branch: Staff Development and Training.
- Support Outreach Committees, established across the province to redress existing employment imbalances and disadvantages for designated group members.
  Target Group: Members of designated groups.
  Department/Branch: Regional Outreach Committees and Director of Human Resources.

Office for Seniors

- Consultation on Issues and Experiences of Immigrant Seniors.
- Consultation on Issues and Experiences of Immigrant Seniors.
- Translation of International Year of Older Persons Brochure and Folder into Punj ɔi.
- Translation of International Year of Older Persons Brochure and Folder into Chinese.

Provincial Health Officer

- Provincial Health Officer's 1999 Annual Report
  Department/Branch: Office of the Provincial Health Officer.

Regional Programs Policy and Strategic Initiatives

- Translation of Hearing Loss and Hearing Aid Information pamphlets into several languages, e.g., Chinese and Punjabi
  Department/Branch: Public Health Audiology/ Preventive Health.
- Health Files – Various Health Files pertaining to immunization have been updated in Chinese, Punjabi and Vietnamese, and Spanish versions have been added as a fourth target population. These versions are also on the Internet in an improved, more easily read and downloaded format. Also, the Generic Health File on childhood immunizations (# 50 – Immunization and Your Child) was also translated in the above four languages.
  Department/Branch: Public Health Nursing/Preventive Health/Program Support and Evaluation.
- Tobacco warning signs and retailer pamphlets translated into French, Chinese, and Punjabi. Distributed through Health Authorities and publicized in mail-out to all retailers.
  Department/Branch: Regional Programs Policy and Strategic Initiatives, Preventive Health Branch.

British Columbia Vital Statistics Agency

- Bilingual Guides to services and completing forms (Chinese-English and Punjabi-English) were updated, and Vietnamese-English and English guides were added to the series.

Communications

- *Your Health – a better health magazine for BC families* – 1st edition, was produced and distributed in Chinese and Punjabi newspapers.
- A brochure on new ways to get information on wait-lists for surgeries was produced in Chinese.
- TV and radio advertising to inform about new health investments in the 99/00 budget, for Chinese media.
- Print advertising on the International Year of the Older Person, in Chinese publication.

Health and Seniors

- Pamphlets to promote Talk about It Tuesday – a day for parents to talk to their children about not smoking – as part of government's strategy to protect children from tobacco, in Chinese and Punjabi.
- Minister's opinion/editorial columns on health issues appear in Chinese and Punjabi publications.
- Print ads to increase prostate cancer awareness appeared in Chinese and Punjabi publications.
- Print ad on Mental Health Advisory Council nominations for Chinese and Punjabi publications.
- Ads encouraging BC women to use BC's Screening Mammography Program for early detection of breast cancer appeared in Chinese and Punjabi publications.

Medical Services Plan

- Medical Services Plan – Multicultural Information Information sessions for new immigrants/ethnocultural groups provided by MSP, primarily in the Lower Mainland on how to register for MSP benefits, what services are available and how to access them.
- Provide translators and have developed list of in-house translators.
- Hiring practices are in keeping with four equity groups.
- Mandatory attendance at discrimination and awareness training. Promote awareness and attendance at BEST courses and supervisors attend reasonable accommodation courses. A supervisor attends Equity Group Association presentations.
- Funding of general practitioner services to the Vancouver/ Richmond Health Board for primary medical care at the Bridge Health Clinic, Mount Saint Joseph Hospital, Vancouver amalgamated lower mainland refugee and marginalized immigrant services programs Annual cost: approximately $139,000.
- Funding for 364 specialist sessions for cross-cultural psychiatric services at VGH.
- Funding to Vancouver/ Richmond Health Board for physician services for specialized preventative health clinics serving women of Asian origin. Annual cost approximately $6,000.
- Funding of general practitioner services to Rainbow Community Health Co-operative, Surrey for primary health care serving a multicultural community with a significant Indo-Canadian population. Annual cost: approximately $30,000.

STRATEGIC PLAN (2000 to 2003) AND WORKPLAN (2000/2001)

Goals and Objective(s) of the Ministry of Health:

(a) to recognize that the diversity of British Columbians as regards race, cultural heritage, religion, ethnicity, ancestry and place of origin is a fundamental characteristic of the society of British Columbia that enriches the lives of all British Columbians;
(b) to encourage respect for the multicultural heritage of British Columbia;
(c) to promote racial harmony, cross cultural understanding and respect, and the development of a community that is united and at peace with itself;
(d) to foster the creation of a society in British Columbia in which there are no impediments to the full and free participation of all British Columbians in the economic, social, cultural and political life of British Columbia.

Provincial Health Officer Strategic Plan

2001-2003	Increase awareness of the health status of Aboriginal Peoples in British Columbia, the factors that influence their Health and actions that can be taken to improve health.

Workplan 2000/2001

Provincial Health Officer's 1999 Annual Report.
Provincial Health Officer's 2000 Annual Report – Special Report on Aboriginal Health.

- Recommendations in each year's report are tracked.

Human Resources Division Strategic Plan

2000/2001	Lead and manage the Employment Equity (EE) program. Develop a youth recruitment strategy, which includes EE initiatives. Encourage participation in career development programs. Proposed initiative to form a wellness committee. Human Resource advisors to continue to provide advice on issues related to multiculturalism through EE initiatives. Provide Discrimination and Harassment training, and valuing diversity training. Conduct risk assessments to prevent workplace violence. Continue to participate in "reasonable accommodation" pilot project.
2001/2002	Lead and manage the EE program. Encourage participation in career development programs. Human Resource advisors to continue to provide advice on issues related to multiculturalism through EE initiatives. Provide Discrimination and Harassment training, and valuing diversity training. Conduct risk assessments to prevent workplace violence.

Health and Seniors

2002/2003 Lead and manage the EE program. Increase representation of youth within the Ministry. Encourage participation in career development programs. Human Resource advisors to continue to provide advice on issues related to multiculturalism through EE initiatives. Provide Discrimination and Harassment training, and valuing diversity training. Conduct risk assessments to prevent workplace violence.

Workplan 2000/2001

- More diverse applicant pool
  Program and Person Responsible: Regional outreach committees and members, HR Advisors, Manager of Staffing and Administration, Director of Human Resources, Line Managers, Manager of Staff Development.
- Recruitment and Selection processes
  Program and Person Responsible: Regional outreach committees and members, HR Advisors, Manager of Staffing and Administration, Director of Human Resources, Line Managers, Manager of Staff Development.
- Increased representation of designated groups among regular and auxiliary employees
  Program and Person Responsible: Regional outreach committees & members, HR Advisors, Manager of Staffing and Administration, Director of Human Resources, Line Managers, Manager of Staff Development.
- Continue to provide equity related training to all employees with a focus on managers and supervisors, e.g. Discrimination Prevention Workshops, Valuing and Welcoming Diversity, Discoverability and Aboriginal Cultural Awareness.
  Program and Person Responsible: Regional outreach committees and members, HR Advisors, Manager of Staffing and Administration, Director of Human Resources, Line Managers, Manager of Staff Development.

Preventive Health Services, Regional Programs Policy and Strategic Initiatives Strategic Plan

2000/2001 Increase access to hearing health information for adults.

2001/2003 Monitor and continue to increase access to hearing health information for adults.

Workplan 2000/2001

Audiology:
- Develop Health Files regarding adult hearing issues and translate them into Punjabi and Chinese.

Adult Speech and Language Services:
- Determine (through questionnaire distributed by Speech Language pathology Council) (a) whether public sector speech-language pathologists serving adults have access to volunteer translators to assist them in aspects of client/patient care, and (b) whether clients/patients and their families are provided with printed information about communication and swallowing disorders in languages other than English.
- Distribute results of questionnaire to speech language pathologists through the Council; suggest ways to gain access to volunteer translators and to develop sample printed information handouts in languages other than English.

Health services for Community Living
- Update form CCD030, Health Services for Community Living, Continuing Care. This form requires review and translation into various languages common to the population being served. This would include Chinese, Punjabi and others as deemed appropriate.

Planning and Evaluation Division Strategic Plan

2000/2001 Identify barriers to access to health care professions by foreign-trained healthcare professionals, concentrating on nurses as a priority target group. Improve the access routes to nursing and related health care professions in an effort to improve labour market access and opportunity for foreign-trained healthcare professionals.

Workplan 2000/2001

Planning and Evaluation Division:
- Access to the Healthcare Professions Ad Hoc Committee. The Committee, led by the Ministry of Multiculturalism and Immigration, is the focal point for a coordinated government approach to issues respecting foreign trained health professionals. The Ministry of Health has membership on this committee.

Regional Programs Division

Workplan 2000/2001

- Program representation on Diversity and Multiculturalism Committee – Forum for Health Authorities to discuss diversity issues.

Office for Seniors

Workplan 2000/2001

- Consultation on Issues and Experiences of Immigrant Seniors.

Health and Seniors

- Develop a strategy for bringing about an understanding of the diversity of seniors and their needs.

Communications Division Strategic Plan

2000/2003 Major health information items will be identified as priorities for translation into Chinese, Punjabi and possibly other languages.

Workplan 2000/2001

- Your Health Magazine – produced in Chinese and Punjabi.
- Health Files – translations of key topics into Chinese, Punjabi, Spanish, Vietnamese.
- Influenza information.

BC Vital Statistics Agency Strategic Plan

In recognition of the increasingly multicultural profile of its client base in the British Columbia population, the British Columbia Vital Statistics Agency has set "to improve the quality of service provided to aboriginal and ethnic communities" as one of the six goals of the Agency's Mission Statement. To meet this multicultural goal, the Agency publishes and distributes four series of bilingual guides to assist British Columbians whose first language is not English.

2000/2001 To further multicultural goals nationally, the Agency will seek the endorsement from the Canadian Vital Statistics Council and Statistics Canada to fund the publication of a national set of bilingual vital statistics guides. The Agency will propose that British Columbia will develop a national guide series in more than 15 different languages, based on the British Columbia bilingual models, over the next five years.

2001/2003 Expand the national bilingual guide series.

Workplan 2000/2001

- Bilingual Guides (Punjabi-English, Vietnamese-English, Chinese-English, English) reprint.
- VS Website: Add Bilingual Guides to website.
- National bilingual guide project: – Presentation to Statistics Canada and the Canadian Vital Statistics Council to endorse and fund the publication of a national bilingual guide series for all provinces, based on the BC models.
- Produce national guide to birth registration, bilingual series (Chinese, Pubjabi, Vietnamese, Spanish, French).

Medical Services Plan Strategic Plan

2000/2003 MSP will respond to proposals from Health Authorities that support reasonable and equitable access for all British Columbians to necessary medical services.
MSP will hold more informational sessions for new immigrants and ethnocultural groups, primarily in the lower mainland, to explain MSP benefits, registration and eligibility. It will increase its translation services by expanding its number of translators. MSP will promote staff awareness of multicultural issues by providing courses and seminars for staff.
GP services and programs serving refugees and marginalized immigrants will be coordinated at the Bridge Health Clinic at Mount. St. Joseph Hospital in Vancouver. Other clinics will be offered focusing on areas with high immigrant populations, with a particular emphasis on maternal and child care. Cross cultural psychiatric services will be provided at the VGH.

Workplan 2000/2001

- APB: Respond to Health Authority proposals that support reasonable and equitable access for all British Columbians to necessary medical services.
- Amalgamate General Practitioner services for primary medical care to lower mainland refugees and marginalized immigrants at the Vancouver/ Richmond Health Board's Bridge Health Clinic in Mount Saint Joseph Hospital in Vancouver.
- Funding for 364 specialist sessions for cross-cultural psychiatric services at VGH.
- Specialized preventative health clinics for Asian women.
- GP services to predominantly Indo-Canadian community.
- Registration and Premium Billing – (R&PB) Multicultural Issues are considered when reviewing and updating procedures.
- Provide translators and continue developing list of in-house translators.
- Promote awareness and attendance at BEST courses. Supervisors attend reasonable accommodation courses. A supervisor attends Equity Group Association presentations.
- Information sessions for new immigrants/ethnocultural groups provided, primarily in the Lower Mainland, on how to register for MSP benefits, what services are available and how to access them.

Information, Science and Technology

EXECUTIVE SUMMARY

The Information, Science and Technology Agency (ISTA) is pleased to submit its first Multiculturalism Report for the year 1999-2000.

ISTA is the largest central agency within the government of British Columbia. Established in 1995 with government's approval of the Electronic Highway Accord, initial focus was the management of government's information, network access and telecommunications, and corporate initiatives. Over the next three years, additional functions were added:

- records management,
- freedom of information and protection of privacy,
- IT services,
- BC Archives,
- Enquiry BC; and
- Science and Technology programs.

ISTA is government's lead agency for transforming B.C. into a knowledge-based economy. ISTA leads government efforts to:

- Strengthen the economy through the development and application of technology;
- Connect British Columbia through universal, affordable access to networks and the services delivered over those networks;
- Transform government programs and service delivery through better management and use of information and technology.

ISTA does this by:

- Facilitating, in collaboration, the development of the high tech sector through strategies, policies and support;
- Enabling electronic delivery of government business;
- Establishing strategies, policies and standards for government IM/IT management and managing the delivery of corporate IM/IT services.

During 1999/00, ISTA had 593 FTE's.

HIGHLIGHTS AND ACCOMPLISHMENTS

ISTA's values that represent corporate and individual behaviours and define Agency employees' interactions with clients, suppliers and each other, include:

- Treating all individuals with fairness, dignity and respect;
- Believing in teamwork and good working relationships;
- Promoting strong partnerships and open communications; and
- Promoting equity, diversity and multicultural programs and initiatives.

ISTA is committed to the principles stated in the *Multiculturalism Act*. ISTA's own policy (September 1998) includes principles that reinforce its commitment to creating a work environment that values and reflects British Columbia's diversity. ISTA's corporate support for multiculturalism is reflected in both employment equity initiatives and the expectation that employees act in a way which demonstrates respect for all individuals regardless of ethnicity, gender or ability. Employee responsibilities at all levels of the organization are outlined in ISTA's policy.

At the direction of the Deputy Minister, in January 2000, the equity and diversity program, which includes multicultural activities, was established as a separate entity reporting directly through to the Deputy Minister.

ISTA develops an annual corporate equity and diversity plan that includes multicultural components. In Spring, 2000, an employee diversity committee will be struck which will participate in the development and evaluation of separate employment equity and multicultural action plans.

The multiculturalism report, as well as equity and diversity action plans and progress reports, are available to all employees through the ISTA Intranet. Communications about current equity issues, workforce profiles, mentoring programs, education and awareness training sessions, intercultural and employee association meetings are circulated through e-mail and stored on the Intranet for employees to view. Educational posters and brochures are posted throughout ISTA work sites.

Human resource practices and processes within ISTA continue to be reviewed and refined to encourage recruitment, retention and recognition of a diverse and multicultural organization. The Equity and Diversity Advisor and human resource managers work closely together to ensure consistent equity policies and procedures are adhered to. The Equity and Diversity Advisor and ISTA executive team meet as the ISTA executive level Staffing Committee to review and approve all staffing actions within ISTA.

Four ISTA employees recently completed a Train-the-trainer course to facilitate Discrimination Prevention Workshops. Four in-house workshops have been completed as at fiscal year end 1999/00, providing awareness training for 58 employees. Discrimination prevention training is mandatory for all public service employees and as of April 2000, 95% of ISTA employees have completed

Information, Science and Technology

this training. ISTA's Equity and Diversity Advisor is responsible for ensuring that awareness training is provided on an ongoing basis.

Videos promoting multiculturalism, such as *The Right to Belong* video, have been shown at several employee meetings throughout ISTA. During Multiculturalism week, displays were set up in main foyers depicting cultural diversity and the resources available. The Deputy Minister sends out advisory emails to employees regarding specific multicultural activities taking place in communities throughout the province.

ISTA was responsible for ensuring government's computer systems were Year 2000 compliant. During 1999, extensive public awareness was undertaken. Public forums were held in various communities throughout the province and Y2K posters were produced and made available in four languages.

The BC Archives Amazing Time Machine website www.bcarchives.gov.bc.ca features 11 educational galleries covering B.C. history topics drawn from the Province's K-12 social studies curriculum. The galleries have been designed for use by school children, their teachers and parents, however the content also appeals to anyone interested in British Columbia's history. Topics include multiculturalism, first nations in B.C., communities in B.C. history and women in B.C. history. The Amazing Time Machine has received many provincial, national, and international awards.

The following outlines the number of participants and the types of non-IT related training that employees have completed during fiscal 1999-00.

- Culturally Responsive Service Delivery 1 participant
- Discrimination Prevention Workshop 58 participants
- Discrimination Prevention Train-the-Trainer 4 participants
- EE Data and Statistics 1 participant
- Fundamentals of Supervision 2 participants
- Government Mentoring Program Orientation 4 participants
- Government Financial Management and Control 6 participants
- Labour Relations 1 participant
- Managing Government Contracts 2 participants
- Occupational Safety and Health Committe 4 participants
- Reasonable Accommodation 1 participant
- Staffing in the Public Service 2 participants
- Whose Career is this? 1 participant

Total of 87 participants.

THREE-YEAR STRATEGIC PLAN

During 2000-2001, ISTA will establish an Equity, Diversity and Multiculturalism Committee with representation from designated groups and each division. The Committee will be reviewing multiculturalism goals and recommending strategies and activities that ISTA will undertake to achieve the goals. A long range plan will be developed by the Committee and the results submitted as part of ISTA's report next year. As a starting point for the Committee, the following goals and activities will be pursued:

1. Goal: ISTA demonstrates leadership and accountability in issues related to multiculturalism.

Objective: ISTA's vision and values support the goals of the Multiculturalism Act.
Strategies/Activities: ISTA's Performance Plan, Strategic Plan and Business Plan includes explicit language that support multiculturalism goals, including respect, inclusion and serving the cultural diversity of the province.

Objective: Establish mechanisms and processes for involving employees at all levels in achieving multiculturalism outcomes.
Strategies/Activities: Promote multiculturalism through internal networks that may include, and not limited to, committees, links to community and employee associations, electronic messaging and bulletin boards, identifying contact persons.

2. Goal: All communications respond to the needs of the cultural diversity of British Columbia and promote the goals and objectives of the Multiculturalism Act.

Objective: All information documents and materials reflect the cultural diversity of the province.
Strategies/Activities: Information and materials are written in plain language. Images, text, and illustrations are responsive to the province's cultural diversity.

Objective: ISTA connects with different ethno-specific media and community organizations on a regular basis to promote and publicize access to its programs, services, employment and business opportunities.
Strategies/Activities: Attend community events, job fairs, ethnic fairs. Circulate and post information to employees on ethnic and community events. Corporate communications link with ethno-specific media.

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3. Goal: ISTA's resources and operations are managed to support the goals and objectives of the Multiculturalism Act.

Objective: Equity and Diversity Advisor continues to support and coordinate multicultural activities and initiatives and encourage management teams to also participate.
Strategies/Activities: Current financial and human resources will be maintained and not be impacted by reductions in funding or resources.

4. Goal: ISTA's corporate policies, programs and services comply with and support the goals and objectives of the Multiculturalism Act.

Objective: Agency provides culturally responsive services to communities and public.
Strategies/Activities: Public and client communities are involved in development of services and programs.

5. Goals: ISTA's programs, policies, services and operations are evaluated in a manner responsive to the multicultural reality of British Columbia, and meet the goals and objectives of the Multiculturalism Act.

Objective: Agency evaluates with communities served, its programs, services, procedures and products in meeting multiculturalism objectives and serving a culturally diverse province.
Strategies/Activities: The public, community organizations and client groups are involved in a variety of ways to evaluate services and programs.

ANNUAL BUSINESS PLAN

The five goals that are outlined in the Strategic Plan above will continue to be pursued throughout the year with various activities as identified by ISTA's Equity, Diversity and Multiculturalism Committee. Below are the five goals and a specific activity that will be undertaken during the 2000-2001 fiscal year. The Committee will develop measurement criteria for each activity. The Committee may recommend to ISTA's Executive Committee to alter, add to, or delete any of the following activities:

1. Goal: ISTA demonstrates leadership and accountability in issues related to multiculturalism.

A cross-Agency committee will be struck for advising, overseeing and implementing the Agency's employment equity strategy and integrating the principles of diversity and multiculturalism into the way the Agency conducts its business and relates to the diverse population it serves. Terms will be 18 months for each Committee member. Initial committee chair will be the ISTA Equity and Diversity Advisor. Timeframe: July 2000.

2. Goal: All communications respond to the needs of the cultural diversity of British Columbia and promote the goals and objectives of the Multiculturalism Act.

The Agency will extend its outreach activities into communities through community events, job fairs, ethnic fairs; and circulate and post community event information to its employees. Timeframe: April – March.

3. Goal: ISTA's resources and operations are managed to support the goals and objectives of the Multiculturalism Act.

An Equity, Diversity and Multiculturalism budget ($86,000 including salary) has been established for fiscal 2000-01. Funding for training and outreach activities are included in the budget. A co-op position will be established to assist with program development in support of diversity and multicultural activities. Timeframe: April – March.

4. Goal: ISTA's corporate policies, programs and services comply with and support the goals and objectives of the Multiculturalism Act.

ISTA's outreach program, which includes supporting job fairs, ethnic fairs and community events, will be extended to smaller communities outside the greater Victoria region. Timeframe: ongoing.

5. Goals: ISTAs programs, policies, services and operations are evaluated in a manner responsive to the multicultural reality of British Columbia, and meet the goals and objectives of the Multiculturalism Act

Each year, BC Archives serves over 13,000 people by on-site visits. The BC Archives website exceeds 500,000 visits each year . Feedback from clients through surveys and suggestion forms, including website feedback, will be used to evaluate BC Archives services in furthering the goals and objectives of the *Multiculturalism Act*.
Timeframe: September - March.

Labour

EXECUTIVE SUMMARY

The Ministry of Labour strives to be a culturally responsive organization that values diversity in the workplace and ensures that individuals are treated with respect and dignity. In 1999/00 the Ministry continued to work to enhance appreciation and understanding of cultural diversity and to ensure that Ministry programs and services are sensitive and responsive to British Columbia's multicultural society.

The Ministry of Labour's Restated FTE complement of 543 includes 86 FTEs from the Labour Relations Board and 160 FTEs from the Workers' Compensation Review Board and Advisory Services. In addition, the BC Gaming Commission has 69 FTEs and the BC Racing Commission has 18 FTEs. (Note that the FTE count was restated in the 2000/01 Estimates to include the gaming programs.)

HIGHLIGHTS AND ACCOMPLISHMENTS

Executive Commitment

1. The Ministry of Labour welcomes and values diversity in the workplace and ensures that individuals are treated with respect and dignity. The Ministry is committed to a work environment free from discrimination.
2. The Ministry of Labour is committed to ensuring that the workplace continues to be accessible and is representative of the general workforce through fair and equitable hiring practices.
3. In the Ministry of Labour, the Assistant Deputy Minister, Labour Programs Division is responsible for promoting multiculturalism in the Ministry. The Assistant Deputy Minister reports directly to the Deputy Minister, and is a strong advocate for multiculturalism at the Executive Committee table.

Corporate Business Planning and Operations

The Ministry of Labour recognizes the importance of multiculturalism and a workplace that is accessible and is representative of the general workforce. These issues are always considered in the Ministry's corporate business planning and operations. The Ministry had three representatives at the 1999 Working Forum on Multiculturalism

The Ministry of Labour has a strong corporate commitment to client education and to ensuring that all British Columbians receive fair treatment in the workplace. The Ministry has made significant and ongoing efforts to provide services and materials in different languages and to structure programs to meet the needs of a diverse client base.

The Ministry is continually requesting input from clients and stakeholders as to how it can improve services to its clients.

The Employment Standards Branch (ESB) has met with the main employment agencies that place foreign domestic workers in British Columbia. ESB is working with these agencies as well as the West Coast Domestic Workers' Association to register and educate employers on the requirements of the *Employment Standards Act* and how it relates to domestic workers. ESB also developed an agreement with Human Resources Development Canada on a joint initiative that requires employers bringing domestics to BC from overseas to register with ESB as part of the requirements for bringing the domestic into the country. Through this registration process, ESB will also be able to contact domestics and inform them of their rights. Government passed a Regulation in the summer of 1999 that makes this registration process a requirement. The Regulation also places more responsibility on employment agencies placing domestics to inform employers of the registration requirements under the Act.

The Act also contains special provisions for farm workers, who are among the lowest paid workers in the province, and who are largely from the Indo-Canadian community. Government had concerns that some employers in this industry were not living up to their obligations under the Act. This is the fourth year that the Ministry of Labour, in cooperation with Human Resources Development Canada, will conduct an enforcement initiative intended to increase compliance with the Act in this sector. We continue to communicate with farm workers, farmers and farm labour contractors about their rights and responsibilities.

In addition, the Ministry signed a Memorandum of Understanding with the BC Horticultural Coalition and the Ministry of Agriculture and Food aimed at achieving higher levels of compliance in the agriculture sector. A number of joint committees were struck to look at hours of work, statutory holiday pay, administration and record keeping requirements, and bonding and licensing of farm labour contractors. Based on recommendations put forward as a result of this process, Cabinet approved alternative standards in April 1999 to address industry concerns and protect workers.

The Ministry is also working with leaders in the Indo-Canadian community to put in place a community-based mechanism to encourage producers and farm labour contractors to increase compliance.

Labour

Communications

The Ministry of Labour promotes its commitment to multiculturalism on a regular basis. Some examples include:

- Providing direction to all Branches to include the phrase "The Government of British Columbia is an Equal Opportunity Employer" on all stationery. This direction was followed up on, and was adopted by all areas of the Ministry.
- Updating staff on multicultural events taking place around the province (such as Forums, Black History month, etc).
- Distribution of the monthly Multiculturalism BC Calendar of Events to all offices.
- Offering staff training and development programs on diversity.
- Ensuring the workplace continues to be accessible and representative of the general workforce through fair and equitable hiring practices.

The Ministry serves a broad client base throughout the province. Direct communication to the public is primarily at the program level. On a day-to-day basis each program area may be called upon to work with individuals and groups representing that diverse client base. Several program areas routinely make information available in several languages, including Cantonese, Punjabi, Spanish, Vietnamese and Tagalog. Material outlining the union certification process is available from the Labour Relations Board in French, Chinese and Punjabi.

The Ministry also has numerous staff with additional language skills and cultural knowledge. An informal roster is maintained of staff who can provide services in different languages and these individuals work across program areas to facilitate service delivery.

Policy Planning and Evaluation

The Ministry works in together with stakeholders to ensure policy and program development reflect the diversity of our province and represent the emerging needs of all British Columbians. In the development of legislation, legislative amendments, and policy advice, the Ministry considers a broad range of social policies. Legislation considered in this process includes the Charter of Rights and Freedoms, the *Human Rights Code* and the *Multiculturalism Act*.

STRATEGIC PLAN

The Ministry of Labour will continue the development and support of initiatives designed to meet the needs of the diverse population of British Columbia. The Ministry of Labour recognizes the importance of multiculturalism and a workplace that is accessible and is representative of the general workforce. In October 1999, the Ministry of Labour received approval of its request to the BC Human Rights Commission to give preference to qualified candidates for all auxiliary positions from designated groups (Aboriginal, visible minorities, persons with disabilities, and women) at levels where they are under-represented within the ministry.

ANNUAL BUSINESS PLAN

The Ministry's Performance Plan, which was tabled in the Legislature in the spring of 2000, outlines the Ministry's commitment to ensuring fairness and equity in all the ministry's undertakings. It also reinforces the Ministry's vision of dignity for all employees in the workplace, and it's commitment to valuing its own employees.

Training and Education

PROGRAM TITLE AND DESCRIPTION	COMPETENCIES ADDRESSED	BRANCH/OFFICE	# OF PARTICIPANTS
Discrimination Prevention Awareness	Model and promote a work environment that supports the *Human Rights Code* and equity and diversity policies and procedures.	Ministry wide	65
Culturally Responsive Service Delivery	Deliver government programs and services in a manner that is sensitive and responsive to the multicultural reality of BC, and thereby meeting the requirements of the *Multiculturalism Act*.	Ministry wide	7

Liquor Distribution Branch

EXECUTIVE SUMMARY

With 224 stores province-wide, two warehouses located in Vancouver and Kamloops, and a Vancouver head office, the Liquor Distribution Branch is one of BC's largest and most successful retailers. Our vision is to be consistently regarded as a truly superior retailer. To accomplish this, we have focused our business practices on four key areas, or what we call pillars: Customer Service, Social Responsibility, Workplace Quality, Business Effectiveness.

We are committed to building a solid foundation to ensure that the branch is well positioned to provide equitable and accessible service to customers and to recruit and retain a diverse workforce. Embedding Multiculturalism and Employee Diversity within the strategic plan of the Branch strengthened the corporate commitment to multiculturalism. Our objective is promoting the principles of Multiculturalism and Diversity, as both a retailer and an employer, through higher profile communications, training and retail promotions.

Our commitment to internal and external customer services is demonstrated through the dedication of significant resources to train our staff. In the past year, the Branch has spent in excess of $90,000.00 for wages, travel, tuition and other related costs.

The Branch's Equity and Diversity Committee continues to strengthen the foundation to promote cross cultural understanding and awareness as a business imperative. Members of the committee are available as a resource to the various departments within the Branch to ensure that multicultural principles and issues are considered and integrated into project objectives, training initiatives and recruitment activities.

The Equity and Diversity Committee spearheaded the Employment Systems Review. The first phase of this initiative commenced in the fall of 1999 and was completed in March 2000. The second phase of this initiative is expected to commence in June 2000.

The Liquor Distribution Branch has 2680.5 full time equivalents with 2021 regular and 1432 auxiliary employees. The majority of employees work directly with the public in our liquor stores. Staffing levels adjust seasonally to meet customer service needs in our retail system.

HIGHLIGHTS AND ACCOMPLISHMENTS

The Liquor Distribution Branch submitted its first Multiculturalism Action Plan in fiscal 1999-2000. We have focused on creating and promoting a respectful and welcoming workplace that values all employees and to developing a workforce that is skilled to meet the diverse needs of our customer population. Significant achievements related to multiculturalism and diversity during the past fiscal year are:

- Multiculturalism and Diversity embedded within the Branch Strategic Plan 2000-2003.
- Completed an Employment Systems Review to identify barriers to employment, training, advancement, and promotion.
- Numerous articles published in the internal newsletter promoting education and awareness on multiculturalism, anti-racism, human rights and various cultural events celebrated by the diverse population of the province.
- Orientation for new employees includes awareness of the Branch's commitment to multiculturalism and prevention of discrimination.
- Two-day Discrimination Prevention and Intervention course offered to 60 assistant store managers and store managers.
- Embedded a module on Discrimination and Harassment within 2 core pre-manager training programs.
- Delivered one session of Culturally Responsive Service Delivery to 18 store managers.
- Set up a temporary telephone line for inquiries in Mandarin and Cantonese about rice cooking wines.
- Developed and displayed multi-lingual product signs within select government liquor stores.
- Developed and displayed signs celebrating Chinese New Years in select stores; signs available by order to all stores.
- Canada Day promotional signage in many languages
- Survey of licensee wholesale customers conducted in various languages.
- Participated in several career fairs organized by multicultural service agencies.
- Delivered two information sessions on jobs in the Branch to new immigrants enrolled in employment readiness programs offered by MOSAIC Employment Services.
- All levels of the organization, including executive management, human resources, store operations and finance, attended and actively participated at the Business Case for Diversity Forum.
- Delivered an educational session on Human Rights, Multiculturalism and Equity to 50 high school students in Coquitlam.

THREE-YEAR STRATEGIC PLAN

The Liquor Distribution Branch has embedded Multiculturalism and Employee Diversity within our three-year Strategic Plan 2000-2003. Highlighted below are the high level objectives:

Liquor Distribution Branch

Objective:
Promote the principles of Multiculturalism and Diversity, as both a retailer and an employer, through higher profile communications and retail promotions.

MEASURES	TARGETS
In House Communications	Articles in 50% of issues
In Store Promotions	4 stores per year
Web Site and Select LDB Publications	4 promotions per year
Number of Employees Trained	Fiscal 2000-2001: 40 Fiscal 2001-2002: 40 Fiscal 2002-2003: 80

Strategy:
- Conduct market research in LDB trading areas
- Publish promotional articles on multiculturalism and diversity in employee targeted internal communications
- Conduct in store multiculturalism promotions aimed at community ethnic celebrations.
- Develop and deliver culturally responsive service training programs.
- Conduct focused product appreciation courses to members of ethnic communities. Translate key store material into other languages.

ANNUAL BUSINESS PLAN

The Human Resources, Retail Services and Communication Department of the Liquor Distribution Branch developed the Annual Business Plan. All departments share implementation for this plan. Highlighted below are objectives, benefits, measurements and actions.

Background:
As stated in the *Multiculturalism Act of British Columbia*, it is the policy of government to promote cultural understanding and respect and to carry on government services in a manner that is sensitive and responsive to the multiculturalism reality of British Columbia. The LDB must build a solid foundation to ensure the branch is well positioned to provide equitable and accessible service to customers and to recruit and retain a diverse workforce.

Objective:
- Promote the principles of Multiculturalism and Diversity, as both a retailer and an employer, through higher profile communications, training and retail promotions
- Promote equity and diversity as part of our business imperative.

Benefit:
- Customers from diverse ethnic backgrounds report increased customer satisfaction resulting in increased customer sales
- Skilled workforce that is responsive and respectful to the diverse needs of its customers
- Skilled workforce that manages and creates an environment that is respectful to all employees.

Measurement:
- 10 in house communications
- 4 external communications (web site, select publications)
- 4 multicultural theme promotions (minimum 12 stores each)
- Number of employees trained.
- Customer and staff feedback surveys

Actions and Milestones:
- With the assistance of the Equity and Diversity Advisory Committee (EDAC), the Employment Equity Advisor will ensure that articles promoting cross cultural understanding are submitted in over 50% of in-house communications
- In partnership with Retail Services and Communications, EDAC will assist to identify which select LDB publications should be translated into other languages. Task to be completed by October 31, 2000.
- Retail Services and Employment Equity Advisor will identify which cultural celebrations may be promoted within the stores. Task to be completed by July 31, 2000.
- Merchandise Services to plan and coordinate store promotions focused on various multicultural celebrations and/or events in appropriate stores. Four promotions by end of fiscal.
- Develop a culturally responsive service delivery module that would be integrated into the AMTP/SMTP training course. Module to be developed by March 31, 2001.
- Retail Services, Communications and Human Resources to develop appropriate questions for the customer survey in order to gather feedback from customers who are from diverse backgrounds.
- Review various LDB training programs to enhance and/or reinforce multiculturalism business initiatives. Review to be completed by August 31, 2000.
- Develop plan to hire university co-op student to conduct market research and assist in developing a strategy focused to address the needs of an ethnically diverse customer base. Plan to be developed by December 31, 2000.
- Continue with outreach recruitment strategies focused on equity group hiring.

Municipal Affairs

EXECUTIVE SUMMARY

The Ministry of Municipal Affairs is committed to creating a work environment that reflects, respects and values diversity and strives to ensure that individuals are treated with dignity and respect. The Ministry is dedicated to building a respectful work environment free from discrimination. To this end, five (5) dedicated training sessions in Discrimination Prevention Training were organized in which approximately 117 employees attended.

The Ministry continues to pursue an employment equity strategy which fosters an appreciation of diversity, including multiculturalism, in the workplace and in the client groups that the Ministry serves.

The Human Resources Advisor responsible for multiculturalism actively participates in the Inter-ministerial Multiculturalism Committee. She was a member of the Joint Ministry-Crown Working Group on Multiculturalism and is now a member of the Multiculturalism B.C. and Royal Roads University Steering Committee working to develop a leadership program in diversity.

The action plans for multiculturalism in 2000/2001 fiscal year will include:

- the development and distribution of a diversity policy;
- the completion of an internal self-assessment to determine our level of cultural responsiveness;
- the completion of a three year strategic plan in multiculturalism based on the results of the self-assessment;
- the delivery of more training and awareness sessions to promote education, awareness and cross-cultural understanding;
- continued support of a responsive, vibrant multiculturalism committee.

As a result of these action plans and the ongoing support and commitment of our executive, the Ministry is clearly demonstrating its support and commitments to multiculturalism.

Number of Full Time Equivalents: 452

HIGHLIGHTS AND ACCOMPLISHMENTS

Executive Commitment

The Ministry Executive Management Committee (EMC) leads in the commitment to multiculturalism. Employment equity and multiculturalism issues and concerns are discussed regularly at meetings and the Deputy Minister attends sponsored events to recognize special designated group days. The Deputy Minister was also a guest speaker at the Multiculturalism Forum in the fall of 1999. As well, the Assistant Deputy Minister, Corporate Services, chairs the Ministry Employment Equity and Multiculturalism Committee meetings and is always supportive of equity and diversity initiatives and programs.

EMC is very supportive of our Ministry Employment Equity and Multiculturalism Committee and is interested in the committee's progress and development. The Assistant Deputy Minister, Corporate Services, reports regularly to EMC on the committee's activities.

Communications Activities

- Two Ministry publications were translated from English to Chinese, Punjabi and French, (Candidate's Guide, B.C. Voter's Guide).
  Department/Branch Responsible: Communications
- Internet training was offered by some public libraries in Mandarin and Chinese.
  Department/Branch Responsible: Library Services Branch
- Celebration of Multiculturalism Week
  Issues Discussed: The week was celebrated by a morning coffee and muffin event with posters and brochures available for hand-outs. As well, during the lunch hour, the video "The Right to Belong" was shown. The Deputy Minister attended and participated.
  Department/Branch Responsible: Corporate Services
- Celebration of International Women's Day
  Issues Discussed: The week was celebrated by a morning coffee and muffin event with posters and brochures available for hand-outs. The Deputy Minister attended and participated. An e-mail about events for this day was sent out to Ministry.
  Department/Branch Responsible: Corporate Services
- Workforce Profile Monitoring
  Issues Discussed: Workforce Profile information was shared with Ministry management.
  Department/Branch Responsible: Human Resources Branch
- Signage
  Issues Discussed: Employment equity-related signage was provided by the Human Resources branch for posting at Ministry work sites.
  Department/Branch Responsible: All
- Employment Equity and Multiculturalism Presentations
  Issues Discussed: Employment Equity and Multiculturalism
  Department/Branch Responsible: Corporate Services
- Quarterly publication of a newsletter called "Accessible BC"
  Issues Discussed: Showcases ideas and projects in BC that are accessible and useable by everyone.
  Department/Branch Responsible: Planning and Governance

Municipal Affairs

- Distribution of Multiculturalism BC calendar of events to all ministry branches.
  Issues Discussed: Multiculturalism
  Department/Branch Responsible: Corporate Services.

Community Outreach

- Human Resources staff and one SES staff member participated in four job fairs. HR Advisor responsible for multiculturalism participated in presentations to designated group associations about applying for jobs in the BC Government.
  Issues Discussed: Careers in the BC Government
  Department/Branch Responsible: Human Resources Branch and SES.
- Active target group outreach recruitment occurred for administrative, technical and professional positions in the Ministry.
  Department/Branch Responsible: Human Resources Branch and Hiring Managers.
- Focussed Co-op Student Hiring
  Issues Discussed: A focussed effort was made to hire co-op students from equity groups, with particular emphasis on aboriginal people.
  Department/Branch Responsible: Human Resources Branch.

Policy, Programs and Services

The Ministry continues to review and evaluate its programs, services, policies and legislation for multiculturalism issues. Following is a brief account of some of the initiatives that were undertaken in the Ministry during 1999/00.

- The Accessibility Advisor worked (and continues to work) with local governments and the building industry to encourage the building of adaptable housing in our communities.
- Non-governmental organizations' grants to the Union of British Columbia Municipalities (UBCM) were allocated to support reviews of services and programs for multiculturalism issues.
- The Aboriginal Advisor coordinated the Ministry's support for implementation of the Nisga'a Final Agreement and for negotiation of the Sechelt Agreement in Principle.

- Aboriginal Issues Manager
  1. Coordinated the Ministry's support for implementation of the Nisga'a Final Agreement and for negotiation of the Sechelt Agreement in Principle;
  2. Facilitated the funding of community to community forum events for local governments and First Nations;
  3. Managed Ministry participation on a project regarding the issues of urban treaty negotiations; and;
  4. Provided local government with insight into the Delegamuukw decision.

  Department/Branch Responsible: Planning and Governance.
- Property Assessment Review Panels
  Issues Discussed: Ability for non-English speaking property owners to either bring their own interpreter or have the Courts provide an interpreter for hearings related to assessed value of land and improvements. A new manual for panel members was developed in 1998/99 that more clearly addresses diversity issues.
  Department/Branch Responsible: Assessment Services.
- Growth Strategies Planning
  Issues Discussed: The Branch continues to work with Regional Districts to build impacts of immigration into their regional growth planning process.
  Department/Branch Responsible: Growth Strategies Office.
- Grants to Non-Government Organizations
  Issues Discussed: 1. National Aboriginal Housing Association – $3000.00 (April 1999) Grant given to support conference re: urban and rural native housing.
  2. In-scuck-chN'Quat'qua – $5000.00. Grant given to support conference re: working together for sustainable development.
  Department/Branch Responsible: Local Government Services.
- Local Government Community Forum Grant (UBCM)
  Issues Discussed: The Province is providing $25,000 to the UBCM to run a series of forums to enhance working relations between local governments and First Nations.
  Department/Branch Responsible: Local Government Services.
- Job Description Review
  Issues Discussed: All job descriptions reviewed and revised prior to posting to remove any systemic barriers and to ensure qualifications were bona fide.
  Department/Branch Responsible: Human Resources Branch.

Staff Training and Development

The following represents the number of Ministry employees who took diversity-related training in 1999/00.

- Culturally Responsive Service Delivery
  Target Group: Ministry Employees
  Department/Branch Responsible: Employee Learning Services. 1 Participant, 1 Session.

Municipal Affairs

- Reasonable Accommodation
  Target Group: Ministry Employees
  Department/Branch Responsible: Employee Learning Services. 2 Participants, 2 Sessions.
- Staffing in the Public Services.
  Target Group: Ministry Employees
  Department/Branch Responsible: Employee Learning Services. 7 Participants, 7 Sessions.
- Discrimination Prevention Training
  Target Group: Ministry Employees
  Department/Branch Responsible: Human Resources Branch. 117 Participants, 18 Sessions.

Additional Comments

The Ministry has made substantive progress in incorporating multiculturalism into the way business is carried out. We will continue to advance multiculturalism as a positive aspect of the Ministry culture through:

- The initiative and action plans of the Committee;
- Internal and external communications;
- The leadership of the EMC and the Human Resources Branch; and
- The support and commitment of Ministry employees in supporting the belief that diversity is a priority and makes good business sense.
- Active target group outreach recruitment occurred for administrative, technical and professional positions in the Ministry.
  Department/Branch Responsible: Human Resources Branch and Hiring Managers.
- Focussed Co-op Student Hiring
  Department/Branch Responsible: Human Resources Branch.

STRATEGIC PLAN

The Multiculturalism Strategic Plan Framework (2000-2003) will be developed during this fiscal in conjunction with the Ministry Employment Equity and Multiculturalism Committee. The Ministry will provide a strategic plan for the next annual report.

ANNUAL BUSINESS PLAN

- Strengthen the leadership of and commitment to equity and diversity initiatives in the Ministry.
  Outcomes/Deliverables: Equity and diversity goals form part of all managers' personal performance plans, equity and diversity goals are incorporated into the Ministry's performance/business plan, development of a Ministry Diversity Policy, development of a Strategic Plan in Multiculturalism.
  1. The completion of an internal self-assessment to determine our level of cultural responsiveness.
  2. The completion of a three-year strategic plan in multiculturalism based on the results of the self-assessment.
- Increase the level of competency among staff to recognize, understand and respond to the needs of the diverse population.
  Outcomes/Deliverables: Deliver employment equity and multiculturalism awareness training sessions to staff to increase competencies, encourage attendance at diversity-related courses offered by the government, e.g. Discrimination Prevention Training, Culturally Responsive Service Delivery, Reasonable Accommodation, Valuing Diversity.
- Establish and support Ministry committees that will advise on, and assist in, the achievement of multiculturalism goals.
  Outcomes/Deliverables: The Ministry's Employment Equity and Multiculturalism Committee will meet at least twice in the fiscal year and will advise Executive Management Committee on how the Ministry can best achieve its employment equity and multiculturalism goals.

Small Business, Tourism and Culture

EXECUTIVE SUMMARY

The Ministry of Small Business, Tourism and Culture's mission is to support small business, tourism, arts, culture, recreation, heritage, sport, film and the Royal British Columbia Museum in order to strengthen and diversify communities and regions throughout the province. The Ministry's Government Agents provide streamlined access to government services in communities.

Ministry programs and initiatives strengthen communities economically and culturally – and are key to British Columbia's economic and social development as the province moves into the new economy of the 21st century.

During the last year, the Ministry of Small Business, Tourism and Culture expanded its multiculturalism activities. In addition to maintaining previous customer service programs in Government Agents Offices and historic site operations in Barkerville and Fort Steele, the ministry expanded its multicultural initiatives to include activities in the sports and recreation sector, and to enhance partnerships with the multicultural business sector.

Part of the corporate culture of the ministry is to develop and maintain effective, inclusive communication strategies that foster the understanding of, and cooperation with all our customers and staff, by recognizing and celebrating the different cultures within our province.

The ministry continues to make business information available to different multicultural communities by publishing the small business resource guide in Punjabi, Chinese and French. Entrepreneurs who have, or wish to start new business in retail, import and export, high tech, finance, professional services and other areas can use this publication to more easily find government services and business information. Publications are available in hard copy form in Government Agent offices and other business service partners throughout the province.

Youth business and entrepreneurial training is provided to young people through the successful *YouBET!* and *Visions for the Future* programs. In winter and spring 2000, the Small Business Branch partnered with SUCCESS to deliver *YouBET!* to 20 youth whose first language is Chinese. *Visions* programs are specifically targeted for aboriginal young people.

As part of the ministry's on-going commitment to fair and equitable access to services, programs and opportunities, the Communications Branch actively works with the ethnic media to translate and distribute relevant news releases and speeches.
The ministry has 531 Full Time Equivalent (FTE) positions and an additional 110 FTEs in the Royal British Columbia Museum.

HIGHLIGHTS AND ACCOMPLISHMENTS

Executive Commitment

Multiculturalism and equity issues are discussed at the executive table and demonstrate executive commitment.

Responsibility for Multiculturalism is shared between the Employment Equity and Multiculturalism Advisor and the Assistant Deputy Minister (ADM), Management Services. On issues related to Employment Equity and Multiculturalism, the Multiculturalism Advisor reports to the ADM, Management Services – also the ministry's Executive Sponsor on Employment Equity.

The ministry has an Employment Equity and Diversity Committee, co-chaired by the ADM, Management Services.

Policies, programs and services have been reviewed for issues on multiculturalism through monitoring customer service delivery in Government Agent offices and through recreation and sport programming.

Corporate Business Planning and Operations

The 1999/2000 business plan included statements to support and promote multiculturalism and employment equity.

The ministry incorporates multiculturalism through:

- Commitment to support Multiculturalism Week.
- Continuing commitment at Government Agent offices for multi-lingual signage, program informational materials and multicultural posters. Discussions are held with staff to raise awareness and to improve service delivery to people of all cultures.
- Presiding at the Court of Canadian Citizenship for voter registration.
- Providing tours of Government Agents offices to English as a Second Language students, and Alternative Education Classes, to advise them of the types of services offered in Government Agent offices.

Small Business, Tourism and Culture

- As part of delivery of services for ICBC, conducting automated driver license testing in Cantonese, Mandarin and Punjabi.
- Continuing commitment of the Canada/Business Service center to distribute the comprehensive business resource guide in Punjabi and Mandarin.
- Providing support to the AGM of the Ethno-Business Council (EBC), and expanding the role of the EBC to a member of the Canada/BC Service Center Client Advisory Committee.
- Conducting outreach activities and consultations with the multicultural business community as part of the Business Task force review.
- Delivering workshops through youth business and entrepreneurial training (*YouBET!*). In March 2000, the Small Business Branch partnered with SUCCESS to deliver *YouBET!* to 20 youth whose first language are Cantonese or Mandarin.
- Preparing and distributing multicultural resource kits to recreation and sport practitioners to assist in the elimination of barriers and increased participation of all British Columbians in sport and recreation activities.
- Establishing cultural diversity as criteria for ministry Boards and Advisory bodies.
- Stating that commitment to cultural diversity is a key component of the ministry's cultural policy for British Columbia. The policy states that:
  "Governments have a responsibility to protect the cultural heritage and promote the artistic expression of their citizens. The British Columbia Cultural Policy affirms the basis for the Province's commitment to our cultural life. The arts also promote social cohesion by providing a bridge between the diverse groups who have made their homes in British Columbia. Culture shapes our sense of identity and uniqueness as British Columbians."
  The policy recognizes that our diverse culture is rooted in the traditions, languages and customs of more than four million residents who ancestors originate from across the globe.
- Working in partnership with the Heritage Trust and local communities to preserve and conserve important historical buildings and artifacts. Programs in heritage properties interpret and celebrate contributions of the many cultural communities that have contributed to our rich and varied heritage.
  The ministry believes that supporting cultural activity and preserving and promoting heritage resources are intrinsically valuable strategies to meet our multicultural objectives.

Operational Highlights:

February 12, 1999 – BC Heritage Week is launched by opening a first time exhibit of rare Emily Carr watercolors at Emily Carr House in Victoria.

February 18, 1999 – Announcement of a $1.5 million millennium, arts and heritage grants program. The fund, part of BC2000, will support the development of new works of art and projects that recognize the people, places and events that have shaped British Columbia.

June 24, 1999 – Announcement that there were 416,000 visitors to the Leonardo Da Vinci exhibit at the Royal BC Museum.

July 21, 1999 – The second year of Visions for the Future was launched, a $700,000 career and entrepreneurship development program for aboriginal youth. One day career and entrepreneur development conferences for Aboriginal Youth (ages 15-29) were held around the province (Port Hardy, Lillooet, Kelowna, Merrit, Vancouver, Powell River, Victoria, Hazelton, Masset, Chetwynd, Fort St. James, Prince George, Burns Lake, Williams Lake) during October and November 1999

September 13, 1999 – The Minister and Chief Bob Charlie of the Champagne and Aishihik First Nations announce that the ancient human remains discovered in a glacier in the Tatshenshini-Alsek park August 17 will be moved to the Royal British Columbia Museum for further research. The remains are found to be about 550 years old.

November 23, 1999 – The Ministry released a report on cultural and heritage tourism that says the sector has high growth potential for the province. The report lays the foundation for the development of a cultural tourism strategy.

February 2000 – Heritage Week – Communities across British Columbia prepared to honor their roots and reflect upon the achievements of the province's early generations during Heritage Week – February 21-27, 2000. This celebration of the importance of our rich heritage emphasized the history and diversity of farming in British Columbia. Heritage takes many forms - it is our culture, our traditions and customs, the buildings that surround us, and the special places in our natural environment.

Ongoing – Development of an interpretation of First Nations history and construction of ceremonial arbor and interpretive signs at Historic Hat Creek in conjunction with the Bonaparte Indian Band.

Small Business, Tourism and Culture

On-going – Expansion of the Chinese history interpretation in Barkerville, in consultation with the Vancouver Chinese Cultural Center.

On-going – Presentation of elements of Sto:lo history and traditions to schoolchildren at the Za:ytem Longhouse heritage property.

Communications and Community Outreach

Multiculturalism communications and outreach is managed in conjunction with employment equity outreach. The Government Agents Branch has provided ministry representatives to be listed as primary contacts for Outreach Committees in the following communities: Chilliwack, Kamloops, Kelowna, Nanaimo, Nelson, Prince George, Terrace, and Williams Lake. The Government Agent in Prince George is the chair of the Outreach Committee.

The ministry has been active in job fairs and outreach activities throughout the province. Examples of this activity include:

- BC Paraplegic/Equal Opportunity Secretariat Job Fairs held in Powell River (February 8) Nanaimo (February 15) Prince George (February 29) Terrace (March 2)
- UBC Career Fair (September 1999) SFU Career Fair (September 1999) PICS Fair/Surrey (October 1999) SUCCESS/Richmond (December 1999) BCPA Job Information fair in Vancouver (January 2000) Blue Print /Vancouver (February 2000) BCPA/Vancouver (February 2000) SUCCESS Fair/Vancouver (February 2000)

The Prince George Government Agent participated as a panel member in an employment equity and diversity seminar at the College of New Caledonia and as a member of the organizing committee for an Aboriginal Business Development Centre Workshop. He also attended an Open House at the Sikh Temple in Prince George and attended the Immigrant and Multicultural Services Society Open House.

Notices regarding multicultural events and opportunities are prominently displayed on Ministry bulletin boards, the Intranet and display cabinets in elevators.

As part of the ministry's on-going commitment to fair and equitable access to services, programs and opportunities, the Communications Branch actively works with the ethnic media to translate and distribute relevant news releases and speeches.

Policy Planning and Evaluation

The Government Agents Branch continues to conduct service quality reviews to ensure equitable access by all people.

Training and Education

Presentations/Functions and Events that were attended by Ministry of Small Business, Tourism and Culture representatives:

- Harassment and Discrimination Prevention
  Target Group: Ministry Employees, *Department/ Branch:* Government Agents and Headquarters. 115 participants.
- Culturally Responsive Service Delivery
  Target Group: All ministry employees, *Department/ Branch:* Headquarters and Government Agents. 8 participants.
- Two Assistant Deputy Ministers attended the Working Forum on Multiculturalism held at Royal Roads on September 23, 1999. This forum was sponsored by Multiculturalism BC. September 1999.
- Thirty-five staff attended day workshops on "Understanding Psychiatric and Emotional Disabilities". February, September and November, 1999 and March 2000.
- Human Resource (HR) Advisor in Nanaimo participated in "Staffing Presentation" to the Nanaimo Multicultural Society and attended the Multicultural Forum. November 1999.
- HR Advisor/Nanaimo attended "Opportunity for Partnership" Aboriginal Workforce Initiative. November 1999.
- Two Assistant Deputy Ministers and EE representative attended the *SUCCESS Forum Equal Opportunity in the Business Sector Forum.* January 2000.
- Prince George Outreach Committee hosted an *Aboriginal Workshop Participation Initiative* facilitated by Michael Sadler, Aboriginal Workforce Participation Initiative. January 2000.
- The Port Alberni Government Agent developed an in-house one-month training/skill experience program in conjunction with the local HRDC Focus Program. The program included eight participants from North Island College and Kwatlen College. January to March 2000.
- Nelson and Prince George Government Agents attended the BC Paraplegic Association Career Fair in Prince George along with members from the Regional Outreach Committee. February 2000.
- Nelson Government Agent participated in Job Fair sponsored by the BC Paraplegic Association in the East Kootenays. February 2000.
- Staff attended training sessions in Vernon on improving multicultural awareness and welcoming diversity. March 31, 2000.

Small Business, Tourism and Culture

- Retain 2000 Conference at the University of Northern BC – PSERC sponsored the event and the Prince George Regional Outreach Committee set up a display for the Career Fair. April 2000.
- Bagwhant Sandhu gave an overview of the Equal Opportunity Secretariat at the SBTC Executive meeting held on April 17, 2000. April 2000.

THREE-YEAR STRATEGIC PLAN

During the next three years, the ministry will continue to build on the work completed during the 1999/2000 fiscal year.

We will continue to work with the ethnic business community and young people in all cultures in communities across the province. The Government Agents will continue their leadership role as catalysts for community outreach and for delivery of integrated government services.

The ministry has established a strong base to celebrate and conserve important cultural and historic contribution of citizens in communities who have contributed to the rich and varied heritage of the province.

ANNUAL BUSINESS PLAN

- Utilize the assistance and ideas of the increasing numbers of Ministry multicultural employees engaged in providing front line service, policy and program development, consultation and communication.
- Continue utilization of the Pilot Reasonable Accommodation Request Tracking Request.
- Identify front-line staff to take "Culturally Responsive Service Delivery" training and determine employment equity and multiculturalism training needs
- Encourage active participation on the EE/Multiculturalism Committee and actively participate in the Inter-Ministry Multicultural Committee.
- Circulate information and resource material throughout the Ministry of Small Business Tourism and Culture to promote cultural understanding and awareness. Advise the EE/Multicultural committee on articles, web-sites and media information concerning all aspects of diversity.
- Encourage and support staff to attend employee association meetings such as ABCGED, AEA, and BCVMEA.
- Work towards being representative of the general workforce through fair and equitable hiring practices and promote equality and equity. Conduct outreach recruitment, participate in career and job fairs, and continue the hiring of auxiliary, coop, Youth Employment Program and students from the under-represented groups.
- Encourage staff from diverse backgrounds to receive training to participate on hiring panels.
- Continue to develop culturally competent services (which include the importance of culture and cross-cultural relations). Continue to look for ways to enhance delivery of services and make recommendation for change as needed.
- Using an outreach approach, contact bands and other multicultural organizations to develop innovative ways to involve them in small business projects. Publish selected materials in different languages where/when appropriate.
- Enhance youth entrepreneurship by delivering entrepreneurship programs such as Visions for the Future for aboriginal youth, and Youth Entrepreneurship training (YouBET) for young people in partnership with cultural organizations such as SUCCESS. Programs will include new sector specific business development workshop such as Eco-tourism.
- Expand the number of publications printed in other languages such as Chinese, Punjabi and French.
- Provide citizen-centered government services through front-line workers representative of the populations they serve. Continue training in Culturally Responsive Service delivery.
- Support the growth of eco-tourism and cultural tourism by participating in key land and resource planning and provincial policy discussions.
- Collaborate with the British Columbia Arts Council and with private sector partners to deliver program support for artists-in-education, organizational development, arts touring and aboriginal arts development.
- Address social policy issues such as harassment, physical inactivity and violence through targeted recreation and sport initiatives.
- Assist communities in the development of heritage strategies, plans, or in the implementation of community heritage commissions.
- Lead the ministry's efforts to support corporate outreach, recruitment and employment equity initiatives.
- Tour the First Nations Out of the Mist exhibit to international venues.
- Redevelop the First Peoples Gallery at the Royal British Columbia Museum.

Social Development and Economic Security

EXECUTIVE SUMMARY

The Ministry of Social Development and Economic Security supported significant projects and actions for the successful implementation of multiculturalism within its regions, branches and field offices during 1999-2000. Highlights for this period included:

- An award from Multiculturalism BC in recognition of the ministry's corporate support for multiculturalism;
- The organization of a highly successful Diversity Day Conference in the ministry's Fraser Valley region with opening remarks by the Deputy Minister, Sharon Manson Singer;
- Continued support of the Executive Sponsor for Multiculturalism for the activities of the ministry's provincial Diversity Committee;
- Continued dedication of .5 FTE and program dollars solely for the implementation of multiculturalism in the ministry;
- Publication of "Best Practices in Equity and Diversity" to the ministry's web site;
- Inclusive language in the Values section of the ministry's Business Plan: "We respect people in all their diversity," and "We treat people with dignity and respect";
- Re-publication and distribution of the ministry's popular multilingual Diversity Poster with the caption, "Give Respect, Get Respect: Each of Us Deserves Respect";
- The organization of 3 highly successful Aboriginal Awareness workshops for field staff in different regions of the province;
- The development of Information Contact Person (ICP) networks (one volunteer staff person in each office dedicated to disseminating information on diversity issues) in most regions;
- The posting of multilingual signage in lower mainland Employment and Benefits Centres for better communication with non-English-speaking participants;
- Continued use of contracted interpreters for provision of service when participants identify that language is a barrier to accessing service;
- In-house training of ministry facilitators in each region and headquarters for the delivery of "Discrimination Prevention Training" to all staff;
- Ongoing enrolment of line managers and supervisors in the Employee Learning Services workshops "Welcoming and Valuing Diversity," "Towards Culturally Responsive Service Delivery," and "Reasonable Accommodation";
- Attendance of lower mainland Diversity Committee members at the Multiculturalism BC forum, "The Business Case for Diversity" and the "End Racism Awards Ceremony";
- Distribution of the 2-volume Culturgrams (synopses of 110 different cultures) to new offices in the ministry subsequent to the ministry's re-organization in 1999.
- Participation in the Multiculturalism BC interministry working committee that developed the Multiculturalism BC "Benchmarks, Indicators and Assessment Tool".

The Ministry of Social Development and Economic Security is proud to have fulfilled virtually all of the commitments it made in its 1999-2000 action plan for multiculturalism. The ministry was not able to offer the Employee Learning Services (ELS) workshop, "Discrimination Prevention," because of frequent cancellations by Employee Learning Services. The Ministry has since trained its own in-house trainers and expects to fulfill its objective of providing the training to all employees by December 31, 2000.

THREE-YEAR STRATEGIC PLAN

Executive Leadership

Goal: Include multiculturalism as a Strategic Objective in the ministry's Performance Plan

- Executive to approve multiculturalism objectives in next Performance Plan

Timeframe: 2001-2002

Goal: Ensure that diversity of representation is visible at all levels of the ministry.

- State a preference for qualified designated group applicants on all out-of-service regular ML postings

Timeframe: 2001-2002

Communications

Goal: All communications respond to the needs of the cultural diversity of British Columbia and promote the goals and objectives of the Multiculturalism Act.

- Communications Division to include ethnocultural media in its communication plan for any major news releases
- Major documents for the public will be published in high demand languages
- Use the ministry's newsletter, "Connections," to promote multiculturalism
- Use the ministry's electronic bulletin board on diversity to promote multiculturalism

Social Development and Economic Security

- Include the ministry's Diversity Policy in the orientation materials for all new employees

Timeframe: Ongoing

Resource Management

Goal: Resources and operations are managed to support the goals and objectives of the Multiculturalism Act.

- Mandatory training for all staff in Prevention of Discrimination Training within the first six months of employment
- Maintain .5 FTE dedicated to support of multiculturalism programs
- Maintain $54,000 program dollars dedicated to implementation of multiculturalism
- Maintain support for the activities of the provincial Diversity Committee

Timeframe: 2000-2003

Policies, Programs and Services

Goal: Ensure all existing and new legislation and policies have no discriminatory impact on the diverse communities of our province.

- Policy branches will circulate initial draft of any policy which has the potential to impact individuals or families differentially on the basis of place of origin, ancestry, race, cultural heritage, religion or ethnicity to Manager for Diversity for adverse effect analysis
- Policy branches will consult with ethnocultural community agencies where appropriate
- Ministry will apply the Multiculturalism BC lens to any cabinet submissions

Timeframe: 2001-2003

Goal: Translation and interpretive services will be used as required to deliver culturally responsive programs and services to communities served.

- Maintain funding for interpretive services in the lower mainland
- Support videoconferenced interpretive services as required for centres without access to professional agencies

Timeframe: Ongoing

Goal: Hire culturally competent staff to provide service to a culturally diverse population.

- Develop assessment tools for Human Resource Managers and Supervisors to assess diversity competency during the selection process for new Financial Assistance Workers

Timeframe: 2000-2001

Goal: Develop advanced diversity competencies for staff providing direct service to the public.

- Begin by developing diversity competencies for Financial Assistance Workers during 2000-2001
- Include diversity competencies in the selection standards for Financial Assistance Worker positions
- Extend diversity competency development to other classifications during 2002-2003

Timeframe: 2000-2003

Evaluation

Goal: Evaluate Executive members' performance for achieving diversity outcomes.

- The Deputy Minister will include diversity competencies in reviewing the performance of Executive Council members

Timeframe: 2001-2003

Goal: Develop methods to assess the ministry's capacity to deliver culturally responsive services.

- Vancouver Region will continue to invite feedback from its community advisory board
- Surrey/Delta/Cloverdale Region will conduct a study of service quality from a multiculturalism perspective

Timeframe: 2000-2001

Social Development and Economic Security

ANNUAL BUSINESS PLAN

Corporate Mission

- Develop multiculturalism objectives for the 2001-2002 Performance Plan
- Increase the number of management team and office team meetings which have diversity as a standing agenda item for team meetings
- Deputy Minister or designate to give high priority to personally addressing a major Diversity Conference in one of the ministry's regions during 2000-2001

Diversity Competency Development

- Include diversity competency in the selection standards for Financial Assistance Workers
- Develop assessment tools for Human Resource Managers and supervisors to assess diversity competency of applicants to the Financial Assistance Worker position
- Develop advanced diversity competencies for Financial Assistance Workers through orientation and training initiatives

Education

- Educate ministry's Diversity Committee in best practices in anti-racism
- Pilot anti-racism training for supervisors in at least one lower mainland region (Fraser Valley)
- Complete discrimination prevention training for all employees by December 31, 2000
- Offer video-conferenced orientation on multiculturalism to all new employees outside the lower mainland
- Provide resources to hold at least one major diversity conference during fiscal 2000-2001 in one of the ministry's regions
- The Diversity Program will support the attendance of Diversity Committee members at regional Diversity Conferences
- The ministry's Diversity Program will pay registration fees for managers/supervisors to attend Employee Learning Services courses, "Welcoming and Valuing Diversity," "Towards Culturally Responsive Service Delivery" and "Reasonable Accommodation"
- Provide multiculturalism orientation sessions for Information Contact Persons (diversity contact persons in each ministry office), develop resource library for team meetings, including a video bank for each region
- Partner with employee associations to hold forums to generate solutions/best practices in creating an environment which is free of racism and discrimination
- The ministry will support at least two aboriginal awareness workshops for field staff this fiscal
- The ministry will participate in the Multiculturalism BC working committee to develop an executive level course in multiculturalism for delivery by Royal Roads University

Culturally Responsive Service Delivery

- The ministry will conduct a pilot project in Region 4 (Surrey/Delta/Cloverdale) in which Financial Assistance Workers will do intake on-site at community agencies rather than at ministry offices
- The ministry will continue offering the written exam for the Financial Assistance Worker position in community agencies (e.g. at United Chinese Community Enrichment Services Society, Progressive Intercultural Community Services Society, Immigrant Services Society) in the lower mainland regions
- The ministry will participate in the Visions for the Future conferences with the goal of providing better labour market attachment opportunities for aboriginal youth
- The ministry will dedicate a Public Service Training Placement to a pilot study of service quality from a multiculturalism perspective in Region 4 (Surrey/Delta/Cloverdale region)
- The ministry will pilot the use of service-user suggestion boxes in employment benefits centres
- The ministry will contract with an expert to develop tools to assist staff to deliver culturally responsive services in Region 1 (Vancouver)

Transportation and Highways

EXECUTIVE SUMMARY

Our provincial bridges and highways are vital assets for all British Columbians.
In building and maintaining our highway system, the Ministry also creates jobs and promotes economic development. The ministry is committed to ensuring sound environmental practices in all its programs and building positive relations with all members of BC's many communities.

The Multiculturalism Act of BC recognizes that the cultural diversity of our society is a fundamental characteristic that enriches the lives of all British Columbians.

The Act requires an annual report on its administration and implementation, setting out initiatives undertaken during the past fiscal year to promote and support a multiculturalism policy that promotes cross-cultural understanding, the full participation of all individuals in our society, and a society free from all forms of racism.

The Ministry of Transportation and Highways continues to carry on government services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia.

The ministry utilizes the support document, the *Multicultural Assessment for Cabinet Submissions*, to assist in provoking consideration of issues and policies and their impact on British Columbians of every ethnicity, ancestry, cultural heritage, religion, and place of origin.

The ministry continues with its commitment to maintaining effective communication strategies that foster understanding and cooperation with our customers and staff and are inclusive of all cultures in our society.

The ministry executive leads in the commitment to Multiculturalism. The Assistant Deputy Minister for Management Services and Motor Vehicles chairs the provincial Employment Equity/Multiculturalism Committee. This committee is representative of diverse staff; geographically, culturally and at various classification levels.

An Employment Equity and Multiculturalism Advisor is the Program Manager for Multiculturalism and Employment Equity. The Advisor reports to the Assistant Deputy Minister of Management Services and Motor Vehicles, who is also the Employment Equity Sponsor for the ministry.

Implementation of policy is coordinated by the Employment Equity and Multicultural Advisor who completes the annual report for multiculturalism and represents the Ministry on the Inter-Ministerial Multiculturalism Committee. The Advisor also develops and implements multicultural initiatives related to education/awareness and the integration of multicultural issues into training and orientation.

The ministry Corporate Policy and Planning Branch ensures all legislation and policies produced by the ministry are consistent with the principles and objectives of multiculturalism.

We continue to consult with the public at both the provincial and community level, with articles and advertisements in provincial, community and ethnic news media. Language continues to be a consideration in both written and verbal communications. We publish documents in four languages and when appropriate, ensure that translators are available.

The ministry is active in all regional outreach activities and encourages all highway contractors to support the principles of Multiculturalism and Employment Equity.

A report on the multicultural review of the *Motor Vehicle Act* and the policies and programs of the Office of the Superintendent of Motor Vehicles was completed in March 2000.

The Ministry of Transportation and Highways had 2490 FTEs in its organization during this period.

The ministry's strategic/operational plans include multiculturalism objectives. The Ministry 1999/2002 Strategic Plan states that:

"We respect diversity, internally among staff and externally among and within BC communities."

In addition, the 1999/2000 Ministry Business Plan contains Values Statements and Beliefs that define our organizational behavior:

"*Attain a Qualified, Productive and Diverse Workforce*:

- Support and assist with the implementation of government and ministry Employment Equity and Multicultural Plans.
- Establish a long-term staffing and human resource plan that meets the ministry's vision for the future.
- Develop and implement strategies for training that reflect core business needs and available resources, and are linked to the business planning process."

Transportation and Highways

First Nations:
- Successfully conclude right-of-way agreements to resolve outstanding tenure issues on public roads and successfully negotiate tenure deals with First Nations for new rights-of-way.
- Continue to work with the Ministry of Aboriginal Affairs and the Nisga'a to ensure successful implementation of the Nisga'a Treaty, once ratified by all parties.
- Provide proactive support to the 51 treaty tables currently in progress throughout the province by identifying and protecting right of way interests to the efficient operation of road network to the benefit of all British Columbians."

The Corporate Policy and Planning Branch working with program managers, ensures that all policies and legislation produced by the ministry is consistent with the principles and objectives of multiculturalism and written in plain language wherever possible.

Corporate Commitment and Implementation

The ministry, as a member of the Transportation Association of Canada, recognizes North American road standards and participates in partnerships to communicate traffic control strategies to the drivers, using symbols on traffic signs as opposed to text wherever possible. Policies and procedures are written to address a wide spectrum of readers, and it is the ministry's commitment to use clear language when preparing corporate documents.

In addition to the Ministry Employment Equity and Multiculturalism Committee, a number of regional committees have been formed to further continue the interests of multiculturalism throughout the province. All committees strive to be culturally diverse in addition to being representative of the organization as a whole.

Five ministry staff and executive participated in the Working Forum on Multiculturalism held at Royal Roads University on September 23, 1999.

Communication Activities

It is now common practice in the ministry to consider the intent and spirit of multiculturalism/employment equity initiatives in the development and implementation of all communication activities. Multicultural audiences are considered in the development and implementation of communication strategies including publications, advertising and media relations.

Multiculturalism topics are included in the ministry training programs and outreach sessions held throughout the province.

The ministry's goal is to develop and maintain effective communication strategies that foster understanding and cooperation with our customers and staff and are inclusive of all cultures in our society. To this end, the ministry strategic plans, regional and branch core business goals and objectives include public consultation. General practice is to contact the local community media and work with project communications consultants to prepare written and verbal messages to the public. The ministry objectives are to foster the understanding and respect of race, cultural heritage, religion, ethnicity, ancestry and place of origin to support the individual needs of our diverse workforce and customers. The ministry continues to invite staff and community input and participation on ministry business and projects.

Posters and calendars were circulated internally throughout the year to increase awareness and understanding of cultural diversity and multicultural events.

The ministry's business plan and annual report includes planned activities and accomplishments related to multiculturalism.

The Multiculturalism Advisor maintains and promotes library resources consisting of videos, pamphlets, posters, directories, and a calendar of events on a variety of related topics, such as:
- *Multiculturalism Events Calendar* (produced monthly).
- *British Columbia Directory of Multicultural, Anti-racism and Immigrant Service Organizations* (March 2000).
- *Video Resource Guide* – a listing of available videos in the Multiculturalism BC resource library (November 1999).
- *1999 End Racism Awards.*
- *BC Newcomers' Guide to Resources and Services* – immigrant settlement (January 2000).
- Video – *The Courage to Stand* – looks at incidents of hate in the Okanagan Valley and the strength and courage of BC communities in response.
- *A Profile of Immigration to BC Regions and Communities 1986-1996.*
- *Working Forum on Multiculturalism*, Royal Roads University September 23, 1999.
- Video – Byron Kunisawa *"Working Forum on Multiculturalism"* September 23, 1999 Victoria.
- Video – Trevor Wilson *"The Business Case for Equity and Diversity"*.

Transportation and Highways

- *A Guide to Aboriginal Organizations and Services in BC 2000.*

Information and posters were circulated for the International Day for the Elimination of Racism, National Aboriginal Day, and Multiculturalism Week.

During Multiculturalism Week (February 14-18), the Office of the Superintendent of Motor Vehicles (OSMV) staff hosted a multicultural lunch, inviting staff to bring ethnic food. Employees were encouraged to wear their ancestral dress, or bring decorations/display cultural items.

OSMV is continuing to ensure staff attend workshops and seminars regarding diversity and inclusiveness in the workplace (such as the Trevor Wilson "Business Case for Equity and Diversity" held in February 2000).

Executive members have continued discussions with the BC Road Builders Association and Highway Constructors Ltd. The ministry created a dialogue with maintenance contractors to encourage them to adopt multiculturalism and practice sensitivity as a regular way of providing services to the communities in which they operate.

The Aboriginal Relations Branch (ARB) continued its "Information Kiosk" project. This project has allowed ministry staff to help First Nations representatives develop and install information kiosks, providing travelers with information concerning the history and culture of the area.

Communication Branch Activities:

The Communications Branch published an advertisement on employment equity in a Punjabi readership magazine this year. Occasionally the branch targets ethnic media for specific news releases (e.g. a news release was sent to Chinese media outlets when the minister met with the Hong Kong Secretary of Transport).

The Communications Branch's 99/2000 Multicultural Action Plan includes the statement "As client education materials are developed, publish selected materials in multi-languages."

Currently some multilingual client education materials are drafted and should be finalized in July 2000. This project will include development of a communications plan for the production of these non-English language brochures.

The Branch's 99/2000 Multicultural Action Plan also includes a commitment to ensure information is available to as wide an audience as feasible. The Branch will continue to explore the best ways of getting information on programs and services to a non-English speaking/reading public. This will include development of a separate communications plan that not only pursues the option of translating materials into other languages, but also considers other means of communication to these groups. A representative from Multiculturalism BC is going to share successful communications initiatives from other ministries/agencies.

Six OSMV staff have been identified as being able to provide oral interpretation/written translation for the following languages: Punjabi, French, Italian, Kannada, Telegu and Spanish. The language bank of translators was distributed to all OSMV staff on February 1, 2000.

A communication network consisting of the ministry Employment Equity/Multicultural Committee and the six regional human resource offices circulates information throughout the ministry pertaining to multiculturalism issues throughout the province. As well, the Multiculturalism Events Calendar is posted on the ministry's Intranet web site.

To improve its capacity to work with British Columbia's multicultural society, the ministry has increased hiring of visible minorities and aboriginal people in the last year.

Staff Training and Development

The integration of multicultural content into skill building sessions is intended to ensure that respect for cultural diversity becomes a guiding principle.

Ministry employees are required to attend the government's mandatory half-day course: Discrimination and Harassment Awareness training.

294 staff attended Employment Equity/Multicultural training sessions such as:

- Culturally Responsive Service Delivery
- Reasonable Accommodation Training
- Valuing and Welcoming Diversity
- Aboriginal Cultural Awareness
- Informational Satellite sessions sponsored by Employee Learning Services, PSERC
- Staffing in the Public Service – training to participate on selection panels – encouraging attendance of designated group participants.

Transportation and Highways

A ministry-wide Training Needs Analysis of Employment Equity/Multicultural/Human Resource related training was completed for fiscal 2000/2001.

Planning and Major Projects staff have attended multiculturalism training. New employees will continue to be offered this training when they join the department. This department has also provided training to its employees in the past year regarding valuing differences while working in teams.

Review of Programs, Services, Policies and Legislation

The Corporate Policy and Planning Branch ensures that all policies and legislation produced by the ministry are consistent with the principles and objectives of multiculturalism and are written in plain English wherever possible.

The bulk of ministry legislation contains provisions for management of the highway systems and rules of the road.

The *Multicultural Assessment for Cabinet Submissions* is used to assist policymakers to determine the impact of their policy on British Columbians of every ethnicity, ancestry, cultural heritage, religion and place of origin.

A review of the *Motor Vehicle Act*, and OSMV procedures and policies was completed this year. Corporate Policy and Planning and OSMV staff determined the methodology, analyzed the act and reported on findings in March 2000 (copy of the report is included as appendix 1). This act contains provisions for the administration of administrative driving prohibitions, vehicle impoundment and driver medical reviews.

1999/2000 Identified Initiatives Undertaken:

1. Be proactive in addressing controversial transportation issues that involve aboriginal and other multicultural groups through sensitive communications and negotiations.

- Planning and Major Projects
  The Vancouver Island Highways Project has partnered with the YMC and attended a celebration with the bands this year.
  The Cache Creek to the Rockies program has initiated internal meetings with Aboriginal Relations Branch to discuss the consultation process with respect to aboriginal groups along the corridor. Preliminary archaeological investigations are taking place.
- Aboriginal Relations Branch (ARB)
  The ARB is taking the lead for the Ministry of Transportation and Highways by working with regional staff in addressing outstanding road tenure issues and acquiring new right of way through Indian Reserves. The ARB is providing advice and consultation to staff and First Nations representatives with respect to MoTH's and the BC Transportation Financial Authority's (BCTFA) Delgamuukw responsibilities to ensure construction projects are delivered in a timely manner; and supporting the negotiations of treaties with First Nations, such as Nisga'a implementation Sechelt and Inshuck'ch N'quat'aua to ensure the long term resolution of outstanding issues between the province and First Nations.
  The ARB provides and coordinates support, advice and direction to regions and districts through First Nations information, protocol advice, and First Nations relationship building initiatives.
  The ARB assist staff to be aware of the law and policies regarding First Nations, such as the Delgamuukw decision by providing assistance with consultation, strategic advice, policy development, program development/delivery, issues management and Delgamuukw training.
  The ARB provides BCTFA with advice concerning the land, strategic advice regarding projects such as the Lions Gate Bridge and the Vancouver Island Highway Project, and in cooperation with the Ministry of Attorney General, provides advice and assistance regarding the timing and process for consultation with First Nations.
  The ARB also supports negotiations and defines the ministry's interests in treaty negotiations.
  The Guidelines for Assessing the Potential for Aboriginal Rights and Possible Title (19 page document) was a collaborative development initiative of the Ministry of Transportation and Highways (MoTH) and the BCTFA. This publication was posted on the MoTH Intranet site March 2000.
- Central/North East Region
  MoTH has been proactive in including meaningful consultation and involvement in the planning of future projects that directly affect First Nations (e.g. the replacement of the Nautley Bridge). We have also been proactive in sensitive consultation with First Nations whose traditional lands are affected by our noxious weed control program. Use of herbicides for weed control in and around First Nation's traditional lands is controversial. Regional staff were able to engage First Nations groups in the North Cariboo in productive discussion about the necessity for noxious

Transportation and Highways

weed control. This resulted in a partnership that delivered the eradication of key weed infestations without harming native plants.

- Vancouver Island Region
  The Aboriginal Relations Branch provided a follow-up workshop on consultation needs for highway projects impacting aboriginal land claims.

2. Using an outreach approach, regions plan to make contact with bands and other multicultural organizations to develop innovative ways to involve them in highway construction and maintenance projects.

- Thompson-Okanagan Region
  An outreach hiring plan is being developed to attract and encourage employment applications from the under-represented groups.
- Central/North East Region
  Several high profile projects in this region included contract language that encouraged the contractor to reach out to First Nations regarding employment opportunities. Project Managers contacted First Nation communities in the geographical area to ensure they were aware of the planned work and gain input into the delivery of the work. The 1999 work on Highway 27 and Tachie Road is an example of this proactive outreach. The John Hart Bridge project in Prince George involves HCL, an organization whose mandate actively encourages the hiring of employment equity target groups in the delivery of this $30 million project. The Ministry contracted directly with First Nations groups in the North Cariboo to carry out mechanical weed control in Ministry gravel pits that are located within the First Nation's traditional territory. Road and Bridge Maintenance Contractors in this region do employment outreach through their apprenticeship programs, special training programs and sub-contracting activities. The Youth Employment Program (YEP) for this region recruited fifty percent of their hires as visible minorities to increase and support representation of this under-represented group. This Region participated in three events/career fairs aimed at First Nations students, entitled "Visions for the Future".
- Vancouver Island Region
  As part of an outreach initiative, two staff representatives attended a meeting of the Penelakut band on Kuper Island in August 1999 to build relationships and encourage employment application. Two staff attended a session in November 1999 at the Central Vancouver Island Multicultural Society to participate in a Public Service Employee Relations Commission (PSERC) sponsored presentation on recruitment in the Public Service. The Society's staff and clients attended this successful event.
  Two staff representatives attended a forum to discuss multicultural issues entitled "Multiculturalism: Direction for the New Millennium" in Nanaimo on November 9, 1999.
  The human resource office in Nanaimo held and invited all regional office and Central Island District office staff to participate in an "Multicultural Luncheon" in February 2000.
  North Island District participated in career fairs aimed at Aboriginal students held in Courtenay, Campbell River, and Port Hardy. South Island District also attended a similar career fair in Duncan.

3. As OSMV client education materials are developed they plan to publish selected materials in multi-languages.

OSMV client education materials (brochures) have been drafted. Languages for translation have been identified. OSMV is in the process of seeking out agencies that can provide translation/typesetting/layout services in anticipation of having five to six brochures developed in four to five different languages. The next phase of this project is expected to be planned for July 2000.

4. Front line staff to attend "Culturally Responsive Service Delivery" training.

The Employment Equity and Multiculturalism Advisor continues to promote sessions being held throughout the province and to encourage staff attendance.

5. As part of the Human Resources Branch training plans, canvass staff and managers to determine employment equity/multiculturalism training needs for 2000/2001.

A Ministry wide Training Needs Analysis of Employment Equity/Multicultural/ Human Resource related training was completed for fiscal 2000/2001.

While the majority of MoTH employees have received training, we have identified further training opportunities as follows:

Staffing in the Public Service – 23 staff
Culturally Responsive Service Delivery – 22 staff
Aboriginal Cultural Awareness – 28 staff
Reasonable Accommodation Training – 29 staff
Valuing and Welcoming Diversity in the Workplace – 25 staff

All Multicultural/Employment Equity related training events/information sessions are promoted for attendance throughout the Ministry.

Transportation and Highways

ANNUAL BUSINESS PLAN

- Be proactive in addressing controversial transportation issues that involve aboriginal and other multicultural groups through sensitive communications and negotiations.
  Department Responsible: ADMs and Regional Directors
- Continue pilot project of Reasonable Accommodation Request Tracking.
  Department Responsible: EE/Multiculturalism Advisor, Directors and Managers
- Using an outreach approach, contact bands and other multicultural organizations to develop innovative ways to involve them in highway construction and maintenance projects.
  Department Responsible: Regional Directors
- Throughout the Ministry, continue consultation with local communities to ensure equitable access to services and programs.
  Department Responsible: Directors
- Utilize the assistance and ideas of the increasing numbers of Ministry multicultural employees engaged in providing front line service, policy and program development, consultation and communication.
  Department Responsible: Regional Directors
- Promote and coordinate activities to raise the profile of multiculturalism to staff. Distribute the monthly Multiculturalism BC Calendar of Events.
  Department Responsible: Headquarters and Regions
- Ensure staff has access to the 2000/2001 Employment Equity Action Plan and MoTH EE/Multiculturalism website. Review the Moth Intranet site and consider linkages to other internal and external sites.
  Department Responsible: Employment Equity and Multiculturalism Advisor
- Continue to monitor the use of the "Language Bank" of translators. Continue to inventory staff who have a second language.
  Department Responsible: OSMV Employment, Equity/Multiculturalism representative, Employment Equty and Multiculturalism Advisor
- As OSMV client education materials are developed, publish selected materials in multi-languages.
  Department Responsible: OSMV Branch Management Committee
- Encourage the Ministry use of plain language that is as inclusive as possible.
  Department Responsible: Employment Equity and Multiculturalism Advisor/Communications Branch
- Promote and present multiculturalism and anti-racism information sessions to ministry employees. Keep staff informed about training and issues on diversity.
  Department Responsible: Headquarters and Regions
- Encourage front-line staff to participate in "Culturally Responsive Service Delivery" training.
  Department Responsible: Branch Management Committee and Supervisors
- Ongoing canvassing of staff and managers to determine employment equity/multiculturalism training needs.
  Department Responsible: Employment Equity/ Multiculturalism Advisor/Training Branch
- Encourage active participation on the MoTH EE/ Multiculturalism Committee and actively participate in the Inter-Ministry Multicultural Committee.
  Department Responsible: Employment Equity and Multiculturalism Advisor
- Continue to circulate information and resource material throughout MoTH to promote awareness. Advise the EE/Multicultural committee on articles, web-sites and media information concerning all aspects of diversity. Review and update links from the ministry's internet and intranet sites.
  Department Responsible: Employment Equity and Multiculturalism Advisor
- Continue to encourage and support staff in attending employee associations meetings such as ABCGED, AEA, and BCVMEA.
  Department Responsible: Employment Equity and Multiculturalism Advisor
- Continue to monitor fairness and equity in ministry programs. Strive to eliminate barriers in policies and procedures that would hinder participation and equal treatment.
  Department Responsible: Employment Equity and Multiculturalism Advisor and all management
- Promote a workplace where employees treat one another with respect and dignity. Embrace the principles of human rights and the elimination of discrimination and racism.
  Department Responsible: Employment Equity and Multiculturalism Advisor and all managers
- Work towards being representative of the general workforce through fair and equitable hiring practices and promote equality and equity.
  Department Responsible: Employment Equity and Multiculturalism Advisor and Human Resources Branch
- Continue the hiring of auxiliary, coop, Youth Employment Program and students from the under-represented groups.
  Department Responsible: Employment Equity and Multiculturalism Advisor and Human Resources Branch
- Advertise position vacancies to an assortment of outreach/advocacy agencies.
  Department Responsible: Employment Equity and Multiculturalism Advisor and Human Resources Branch

Transportation and Highways

weed control. This resulted in a partnership that delivered the eradication of key weed infestations without harming native plants.

- Vancouver Island Region
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The Employment Equity and Multiculturalism Advisor continues to promote sessions being held throughout the province and to encourage staff attendance.

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Valuing and Welcoming Diversity in the Workplace – 25 staff

All Multicultural/Employment Equity related training events/information sessions are promoted for attendance throughout the Ministry.

Women's Equality

EXECUTIVE SUMMARY

The Ministry of Women's Equality is committed to promoting and supporting multiculturalism; to promoting anti-racism; and to creating systemic change so that all British Columbians have an opportunity to participate in and contribute to the social and economic life of this province.

The Ministry provides leadership, advocacy and advice within government to advance women's equality, particularly in the areas of economic security and social well being. It works to reduce violence against women through the delivery of a continuum of prevention, intervention and justice initiatives. In all of its work, the Ministry works to ensure that the impact of decisions on women are analyzed and understood in the context of their diverse life experience and background as affected by their race, ethnicity, ability, age, sexual orientation, geographic location and socio-economic status.

As part of the Ministry's mandate to provide services for women and their children leaving abusive relationships, and for women survivors of violence, program funding and training subsidies are provided to improve the accessibility of women from diverse cultural backgrounds to transition house programs. In our consultation and outreach initiatives, we involve women from diverse ethnocultural backgrounds to provide a range of perspectives on women's equality issues.

In 1999/2000, the Ministry of Women's Equality had 81 FTE's. This report provides information on key initiatives of the Ministry of Women's Equality to support and promote multiculturalism in 1999/2000.

Infrastructure to support multiculturalism goals:

- Multiculturalism Policy in place since May 1994;
- Special Advisor on Diversity, responsible for initiating, participating and involving staff in achieving outcomes in multiculturalism, in the areas of corporate policy, policy, legislation and service delivery;
- Participation in interministry networks/committees to collaborate and share resources and best practices in multiculturalism.

HIGHLIGHTS AND ACCOMPLISHMENTS

Executive Leadership

Vision: The Ministry of Women's Equality envisions a society where women have economic and social equality. Its work, in advocating for women or delivering services to women who have experienced violence, is founded on the values or equality, inclusiveness, and integrity.

- *Listening to Women*: Ministry engaged in a research process that included consultations, focus-testing sessions and quantitative research with women from diverse groups and ethno-racial backgrounds to identify their priorities for action by government. Specific research relating to willingness to take action on violence and trends in violence towards visible minority women was also gathered.

Communications

- The *Live Violence Free* public education campaign is a joint partnership initiative between government, the community and media (B.C. Broadcasters Association) to help increase awareness of the root causes of violence and encourage community-based prevention initiatives. Year 1 (1999/2000) of the campaign focused on violence against women. A number of steps were taken in developing and implementing the campaign to make it meaningful for diverse ethno-racial communities:
  1. a community advisory group was selected with particular attention to cultural competencies and representation from diverse ethno-racial communities;
  2. the public service announcements (radio and television), information kits, news releases, communication materials and executive summary of results from Year 1 were translated into several (high demand) languages and were made available to ethno-cultural media;
  3. the public information access line, the Violence Prevention Line, is staffed by a multilingual staff and the system was developed incorporating referral services to multicultural community organizations as a key feature.
- The Ministry also raised awareness of the contributions and experiences of women from all walks of life, by promoting key dates such as Multiculturalism Week, Prevention of Violence against Women Week, etc. As part of its International Women's Day activities, the Ministry prepared a quiz which profiled and celebrated the lives and contributions of women, including visible minority and aboriginal women.
- The Ministry's information documents and materials reflect the cultural diversity of our communities. In 1999/2000, the Ministry's web site was upgraded and now highlights the availability of resources in other languages.
- The Ministry also implemented an advertising plan to inform the multicultural community of its services and public education materials.

Women's Equality

Resource Management

- The Information Systems Branch provided direct assistance to the Government Visible Minority Employees Association to develop its website by funding information systems contracting services up to $5,000.
- Under *A Safer Future for B.C. Women* program, funding was provided to assist community organizations in developing local anti-violence initiatives. Projects aimed at addressing the concerns of women from diverse ethno-racial groups (totalling over $61,000) included:
  - *Mothers and Daughters* which focused on working with immigrant families to reduce immigrant women's vulnerability to violence;
  - *Self Portraits: Sabrina Ovesen*, a project that used art education as a forum to examine changes needed to prevent violence against women from all cultural backgrounds;
  - *Family Violence Prevention Project* which focused on providing education about violence against women in eleven aboriginal communities and on-reserve schools; and
  - developmental funding of $2,000 to Pauquachin First Nation and Wsanec First Nation to support a project that will create a partnership between the Four Nations of Wsanec and other surrounding communities (including municipalities and police) and that will strategize to build safer communities based on an assessment of needs and existing services.
- The Ministry funded non-profit organizations for innovative community public education projects on issues of women's equality (totalling over $100,000 in 1999/2000). For example, funding was provided for the following activities:
  - Black History Month activities sponsored by BC Black History Awareness Society;
  - Rainbow BC conference that brought together gay, lesbian, bisexual and transgendered people to discuss how young people, in particular, are affected by violence and to develop strategies to address hate crimes;
  - Achieving Wellness for Visible Minorities Conference;
  - Fourth BC Conference on Aboriginal Women and Wellness;
  - Action Forum on Aboriginal Women's Health and Addiction Services;
  - World March of Women 2000; and
  - International Association of Human Rights Agencies Conference 2000.
- As part of its commitment to creating a diverse workforce which is representative of the population of B.C., the Ministry sought and received approval to post all bargaining unit positions with a hiring preference for members of designated employment equity groups.
- In 1999/2000, the Ministry continued to require mandatory training for all staff in multiculturalism, anti-racism, and working effectively with people from culturally diverse backgrounds. Staff were also encouraged and supported in participating in employee associations such as the Visible Minority Employees Association, the Aboriginal Employees Association, the Gay and Lesbian Employees Association, and the Employees with Disabilities Association.
- Recruitment outreach to multicultural organizations across the province is done on all out-of-service postings.

Policy Planning

In its central agency role in government, the Ministry reviews legislation and policy to assess the economic and social barriers for women; the additional barriers that women may face because of their race, ethnicity, first language, ability, sexual orientation, age, geographic location, and socio-economic status; and opportunities for creating systemic change. For example, the Ministry engaged in the following activities:

- worked with the Ministry of Labour to ensure that live-in domestic workers (many of whom are foreign-born) are registered, and to educate workers, agencies, employers and domestic workers about their rights and responsibilities under the *Employment Standards Act*;
- worked with agencies such as Highway Constructors, Ltd. and the Columbia Power Corporation to encourage equity hiring on government capital construction projects;
- worked to ensure women representing a diverse range of perspectives are involved in important economic consultation forums, such as the *Premier's Summit on Economic Opportunity* (Cariboo-Chilcotin, May 1999) and the *Premier's Economic Summit for Island and Coastal Communities* (October 1999);
- partnered with the Ministry of Health to identify information needs and access issues for women from diverse ethno-cultural communities living with HIV/AIDS and HIV/AIDS workers;
- funded a research paper: *Hearing Women's Voices: Mental Health Care for Women*, which examined and made recommendations relating to an anti-racist, holistic approach to mental health care and to involving ethno-cultural support groups in educating mental health care service providers on the impact of racism;
- collaborated with the Ministry of Aboriginal Affairs to identify issues and develop joint strategies to address issues of concern to aboriginal women.

Women's Equality

Services: re: Stopping the Violence and Regional Programs Branch

- The Ministry funded the Vancouver and Lower Mainland Multicultural Family Support Services Society ($579,839 per year) to provide services for immigrant and visible minority women who are experiencing violence. They provide one-to-one counselling, support groups, legal advocacy, children's programs and community outreach. Their services include supporting women before, during and after their stay at a transition house.
- Training subsidies for women-serving agencies and front-line workers focused on sexual assault core training. The training provider (B.C. Association of Specialized Victim Assistance and Counselling Programs) addressed cultural diversity in two ways: by ensuring that a woman of colour was in a leadership role as co-facilitator and by integrating cultural diversity as part of the course content.
- Staff worked with community partners to examine the Ministry's violence prevention work addresses the specific concerns of violence against women of colour, aboriginal women, lesbians, young women, and older women.
- In conjunction with the "Prevention of Violence against Women Week", the "Building a Safer Future Awards" are presented to recognize and honour the exemplary work done in B.C. to prevent violence against women. The "Honouring Diversity Award" is awarded to a woman (aboriginal woman, woman with disabilities, immigrant woman, woman of colour, lesbian, sex trade worker, elderly woman, poor woman, or an isolated woman) who has made a significant contribution in making her community a safer place to live. The awards were advertised in ethnic media and the decision panel was culturally diverse in its representation.
- Staff also participated on a steering committee responsible for developing a training video, Facing Diversity, which examined particular barriers faced by visible minority women who have experienced violence in a relationship and appropriate responses by criminal justice professionals.

Evaluation

- Ongoing policy assessments are made of key cross-government policy and legislation for their consideration of and response to needs of women, including women from diverse ethno-racial communities.
- Evaluation criteria for violence prevention and public education grants and contributions include issues of multiculturalism and meeting the needs of a culturally diverse province.
- There is both an annual tracking survey done on the impact of the Live Violence Free public service announcements and a monthly tracking of referrals to multicultural and other community organizations.
- The Ministry tracks its employment equity hiring and submits a report to the Public Service Employee Relations Commission annually.

THREE-YEAR STRATEGIC PLAN

Our Strategic Goals in Multiculturalism are to:

- integrate the perspectives of women from diverse backgrounds in program delivery processes, as a way of doing business, to move from a model of accommodation to one of integration.
- develop a base of knowledge about the historical context, needs, concerns, priorities, and particular challenges of women from diverse ethno-cultural communities to develop the most effective and inclusive policy strategies.
- work across government to ensure that women's experiences and views, as diverse as the population, are fully discussed and addressed in the development and review of government policy, legislation and programs.
- enhance access by the multicultural community to ministry programs, services and opportunities by ensuring diverse representation on consultation initiatives and by making key ministry information (in publications and on the website) available in high demand languages in publications and on the website.
- enhance human resource management processes to improve cultural competencies of staff, both in terms of increased diverse representation and increased awareness of multiculturalism and anti-racism.

ANNUAL BUSINESS PLAN

Executive Leadership

- A "Workplace Diversity" committee will be reactivated as an overall strategy to recognize and respond to B.C.'s multicultural and diverse society.
  Anticipated Outcomes: better coordination and integration of diversity initiatives and increased participation by staff. *Monitoring:* regular meetings; and submission of 'Indicators of a Culturally Responsive Organization' to Executive.

Communications

- Continue to reflect cultural diversity of B.C. in ministry's publications, on its website and in public education initiatives. For example: work with partners to ensure issues of race as well as gender are addressed in Year 2 and 3 of the Live *Violence Free* public education campaign; address issues of racism and discrimi-

Women's Equality

Monitoring: requests for information package; monitor number of calls to 1-800 lines; monitor number of websites visits to translated materials; integration of diversity part of communication strategy assessments;

- Continue to reflect cultural diversity of B.C. in events and media outreach and in consultation activities.
  Anticipated Outcomes: increased participation by women of diverse backgrounds and integration of their needs into policy and program development.
  Monitoring: outreach to multicultural organizations and follow-up monitoring of participation.

Resource Management

- Increased dedication of resources to encourage staff's participation in multiculturalism activities and training
  Anticipated Outcomes: increased participation in cultural diversity training and in multiculturalism activities; development of new orientation package.
  Monitoring: monitor participation in training and involve diversity committee in assessment of activities and development of orientation package.
- Continued identification and removal of barriers for the hiring of members of ethno-cultural communities in ministry staff.
  Anticipated Outcomes: MWE staff increasingly reflective of and responsive to B.C.'s diversity
  Monitoring: tracking of employment equity hiring and annual reporting of results.

Policies

- Enhance knowledge base of historical context, needs and barriers of women from diverse ethno-cultural communities through research and consultation:
  - in women's regional economic equality forums and roundtables;
  - through the publication of research such as *Women Count 2000: A Statistical Profile of Women in British Columbia*

  Anticipated Outcomes: a clear identification of barriers in order to move to a process of removing barriers. tracking of outreach to and participation.
  Monitoring: tracking of outreach to and participation.
- Provide advice and assess government's economic and fiscal initiatives to ensure they acknowledge the experiences and needs of diverse groups of women.
  Anticipated Outcomes: explicit commitments to pursuing equality helps achieve equitable outcomes.
  Monitoring: policy assessments of cross-government policy initiatives.
- Ensure the Women's Economic Strategy reflects the needs of diverse groups of women and that programs developed under the Strategy specifically target some high need areas.
  Anticipated Outcomes: explicit commitments to pursuing equality helps achieve equitable outcomes.
  Monitoring: policy assessments of initiatives developed as part of the Strategy.
- Advocate for the removal of barriers to training, employment and career advancement for women from diverse ethno-cultural communities by promoting the adoption of pay equity and employment equity initiatives in the private sector.
  Anticipated Outcomes: new pilots and outreach initiatives for women facing additional barriers.
  Monitoring: establishment of a Women's Workplace WWEO Equity Office, charged with monitoring.
- Continue to advocate for diversity issues to be discussed and addressed by the Federal/Provincial/Territorial (F/P/T) Forum of Status of Women Ministers.
  Anticipated Outcomes: increased awareness of needs of aboriginal, visible minority and immigrant women.
  Monitoring: monitor outcomes of meetings and joint initiatives.

Programs and Services

- Continue to fund community-based organizations to provide services for immigrant and visible minority women who are experiencing violence.
  Anticipated Outcomes: service delivered to a diverse group of women who experience violence.
  Monitoring: contract monitoring and assessment of how well diverse needs were met.
- Continue to work with other government and community partners on initiatives to increase awareness of the complexity of issues facing aboriginal, immigrant and visible minority women who experience or are at risk of violence and on most appropriate responses.
  Anticipated Outcomes: development of appropriate responses by members of the criminal justice system and other professionals to issue.
  Monitoring: assessment of initiatives.

Crown Corporation Reports

BC Assessment

EXECUTIVE SUMMARY

This report covers BC Assessment's activities up to and including the year prior to May 31, 2000. In this reporting time frame BC Assessment continued to move its multiculturalism policy forward in a number of ways. This document contains BC Assessment Corporate Overview to place its Highlights and Accomplishments in context.

Highlights and Accomplishments for the year include:

- Heightened Executive Commitment in which a new Chief Executive Officer and Assessment Commissioner was appointed with subsequent restructuring. This executive commitment can be seen in the draft of the 2001-2005 Strategic Plan that has diversity and multiculturalism within two of its strategic goals.
- In the area of Corporate Business Planning and Operations BC Assessment's 22 field offices reported their multiculturalism initiatives as they have in past years with good results.
- In the area of Communications a highlight of 1999 was receiving a multiculturalism award for corporate communications initiatives.
- In Policy, Planning and Evaluation the area of evaluation was defined as key to BC Assessment's success with the development of a Continuous Improvement Measurement program.
- In Training and Education BC Assessment continued its formal structured classroom training and informal leadership practices to heighten the awareness and importance of multiculturalism.
- In Community Outreach BC Assessment attended and reached more career fairs than in previous years.

BC Assessment's Three-year Strategic Plan (Draft) was created using the Benchmarks, Indicators and Examples and the Assessment Tool provided by Multiculturalism BC and from the resources of its Language Skills Bank volunteers, its Multiculturalism Committee and others within BC Assessment.

BC Assessment's Multiculturalism Annual Plan (Draft) May 31, 2000 - May 31, 2001 has extracted initiatives and closely defined measurable results for the coming year, subsequent to Executive and Board approval.

As in past, multiculturalism reports documentation supporting the basic report are attached. These include: Survey and Results, Survey Analysis, Office/Division Feedback, Assessment Notice Insert, Web Site Translations, News Content Analysis & Sample Clippings, Internal Newsletter containing sample articles on multiculturalism.

BC Assessment's staff complement remains at 685 FTEs.

BC ASSESSMENT CORPORATE OVERVIEW

BC Assessment provides an independent, uniform and efficient real estate valuation classification and information system for the people of British Columbia and for all levels of government.

It is responsible for identifying property ownership, classifying property by use and estimating actual value. It produces Assessment Rolls for tax jurisdictions and provides Assessment Notices to all property owners. In 2000, BC Assessment mailed 1.6 million notices.

As a measure of public acceptance of the quality of the Assessment Notices and Roll, it is important to note that only 1.08% of the 1.6 million properties were appealed to the property assessment review panel. As well, a news content analysis indicates the news coverage for BC Assessment was far more positive than the average of all news coverage in the province (80% of coverage related to BC Assessment was positive, 18% was balanced and 2% was negative. As a benchmark, 33% of BC newspaper stories on average are positive, 41% are balanced and 25% are negative.)

BC Assessment is an independent corporation accountable to a Board of Directors appointed by Government. Its CEO is the Assessment Commissioner.

BC Assessment has 685 employees working in 22 assessment areas throughout the province, and a head office in Victoria.

It is routine and everyday practice that Appraisers in large urban areas and in remote, rural and wilderness areas contact property owners to carry out property appraisals. This involves entering homes, businesses, farms and many other properties.

Employees also have extensive and routine contact with people who contact BC Assessment offices at the counter and on the telephone. As well, employees appear before the property assessment review panel to represent BC Assessment during the annual six-week review period.

On an annual basis employees present BC Assessment information to numerous community, school, service and association events.

In 1999, BC Assessment's expenditures totaled $62.7 million. Revenue raised by all taxing jurisdictions based on the assessed values totaled some $4 billion. This money was used to finance local government and some provincial services in BC communities.

BC Assessment

The *Multiculturalism Act* of July 1993, and the subsequent passing of BC Assessment's Multiculturalism Policy in September of 1994, reinforces and supports this organization's commitment to both internal and external customers.

Equity, fairness and uniformity in the assessment of property values across the province is of paramount importance to BC Assessment. The quality of BC Assessment's work is recognized as outstanding by provincial, national and world standards.

Because of this, the corporation is often asked to share its expertise with other jurisdictions in Canada, Commonwealth nations and in the world valuing community. These include numerous nations, state and local jurisdictions. BC Assessment is routinely contacted by other taxing jurisdictions for advice. This often resulted in visits to BC Assessment offices for presentations.

The concepts inherent in multiculturalism serve both domestic and international markets well. The development of a diverse workforce and enhanced respect for all people is a cornerstone of sound business practice at BC Assessment.

HIGHLIGHTS AND ACCOMPLISHMENTS

Executive Commitment

BC Assessment underwent extensive corporate restructuring in 1999 - 2000.

In May 1999 Doug Rundell was appointed Chief Executive Officer and Assessment Commissioner. The executive was reduced to six members from nine. As of this report the structure consists of three Executive Directors of Assessment that report on a regional and functional basis covering Standards, Policy and Valuation. An Executive Director – Corporate Services is responsible for Human Resources, Finance and Information Services. An Executive Director of Marketing and Development is responsible for marketing and communications as of May 23, 2000.

Executive commitment to diversity issues is apparent by viewing the Strategic Plan 2000 - 2004. The draft of the 2001 - 2005 Strategic Plan has diversity and multiculturalism mentioned in two strategic goals:

Human Resource Leadership
- Goal – To foster a climate that encourages personal growth, continuing corporate success, workforce diversity, and commitment to our shared vision.
- Target – By 2003, our overall workforce will reflect the diversity of the province we serve.

Community and Social Responsibility
- Goal – To help strengthen the communities we serve and to enhance the social and economic environment of British Columbia.
- Target – Each year, we will develop and implement initiatives to support the government's multiculturalism goals and objectives.

Corporate Business Planning and Operations

BC Assessment has 22 field offices across British Columbia and a number of Head Office divisions located in Victoria. Each one of them does annual business planning that includes multiculturalism initiatives. At the end of the reporting cycle each office reports on those initiatives. These are included in the Office/Division Feedback section of this report.

Communications

It is BC Assessment's belief that communications plays a vital role in the implementation and understanding of multiculturalism initiatives.

A highlight of 1999 was receiving a Multiculturalism Award for "Corporate Communications Initiatives in Serving a Culturally-Diverse British Columbia as exemplified by Internal and External Communications Initiatives including Community Outreach Initiatives" on September 23, 1999.

The 2000 Assessment Notice Insert was translated into 9 languages: Chinese, French, German, Hindi, Punjabi, Farsi, Japanese, Vietnamese, and Korean.

Interested property owners could obtain hard copies of the translations from area offices throughout the province, or access them from BC Assessment's web site www.bcassessment.bc.ca

For the eighth consecutive year news coverage of BC Assessment was far more positive than the average for all news coverage of large public and private sector organizations in British Columbia.

The independent analysis, conducted by Verus Group International, report documented that 80% of the stories were positive, 18% were balanced and 2% were negative. As a benchmark, 33% of BC newspaper stories on average are positive, 41% are balanced and 25% are negative.

BC Assessment

Internally BC Assessment continues to raise awareness and understanding of the importance of multiculturalism with its staff. (See Internal Newsletter)

Policy, Planning and Evaluation

In 1999 BC Assessment was involved with redefining its Mission, Vision and Values. Human Resource training and succession planning were among key areas of discussion.

Evaluation of these areas are key to BC Assessment's success. In this direction BC Assessment is reviewing its operations and implementing a Continuous Improvement Measurement Program with more than 100 measures that span the breadth of operations.

Training and Education

BC Assessment continues in both formal structured classroom training and education and in informal leadership practices to heighten the awareness and importance of multiculturalism in our society.

While the majority of employees within BC Assessment have had training, one session was scheduled for May 2000 with Eric Wong facilitating to capture new employees or those who have not as yet received this training. The audience is non-supervisory staff.

As well, one session on Valuing Diversity was held in September 1999 with Eric Wong facilitating to capture new supervisors or managers who had not received this training in the past.

A workplace harassment training workshop was held in May 2000 to capture employees who have missed the initial training or who have recently been hired.

Informally, the dissemination through articles, news clippings, multifaith calendars, Multiculturalism BC posters and other impactful media has resulted in a higher awareness of multiculturalism.

Community Outreach

In this reporting time frame more than 20 career fairs have been undertaken by field staff, human resource personal and others.

BC Assessment representatives attended Career Fairs throughout the year. The target audience for these Career Fairs are youth and all designated group members.

Generic presentation materials were prepared and delivered to all local offices and secondary schools (province-wide) to help facilitate outreach programs at high schools, colleges, and universities as well as designated groups.

BC Assessment continues to partner with local schools on work practicums for individuals within the designated groups. Human Resources co-ordinated a number of these practicums in 1999/00.

A total of 59 recruitment posters were sent out to individual First Nations agencies and /or to bands with which BC Assessment conduct business.

As in the past, Human Resources co-ordinates and participates in the Native Education Career Fair. Each year BCA is able to increase our contacts within the First Nation's community in Vancouver via this venue. BC Assessment also participated in the Blueprint conference held in Vancouver this year.

THREE-YEAR STRATEGIC PLAN

Introduction

Under the Multiculturalism Act BC Assessment is required to submit an annual report every May 31st to the Ministry of Multiculturalism on it's initiatives in support of the Act.

As a member of the Multiculturalism BC Crown Committee, BC Assessment participated in developing longer range goals and objectives for multiculturalism. BC Assessment recognizes the time constraints upon all ministries and crowns and supports the streamlining of this reporting process to focus on achievements and outcomes.

BC Assessment has embraced the three-year reporting framework for annual reports on multiculturalism. A process has been implemented to involve employees of diverse backgrounds in prioritizing activities based on the Assessment Tool. Staff opinions are key to the development of the Three-year Strategic Plan and Annual Plan.

Process – Implementation Stage

BC Assessment created a volunteer group of employees, known as the *Language Skills Bank*, seven years ago to provide language assistance to customers who do not use English as their mother tongue. With more than 1.6 million property owners in British Columbia there is a business case for providing services in other languages to expedite the understanding the market value real property taxation and assessment system in British Columbia. The translation of the Assessment Newsletter Insert also provides this service.

BC Assessment

Volunteers from the Language Skills Bank are available for direct telephone or counter assistance. They also provide the cultural context to explain BC Assessment's function to people.

This group of some 35 individuals has been dealing directly with people successfully to provide information in the following languages: Arabic, Carrier, Chinese, Dutch, French, Greek, Hindi, Hungarian, Latvian, Norweigan, Punjabi, Spanish, and Tagalog.

This well-established group was used as an important sounding board for Multiculturalism BC's Benchmarks, Indicators and Examples. Volunteers were asked to use the Assessment Tool and complete a survey to help provide direction to the BC Assessment Executive in developing this Three-year Strategy. The results of the completed staff surveys are in included. (See Survey Results)

There was good participation in the survey. An analysis of the returned surveys was subsequently discussed with BC Assessment's Multiculturalism Committee and the Lower Mainland Media Liaison Team.

Results indicated that the "opinions" of our Language Skills Bank Volunteers were correct. Their assumptions in the areas of: Executive Leadership, Communications, Resource Management, Policy, Programs and Services and Evaluations formed the basis of the Three-year Strategic Plan. The analysis of Benchmarks, Indicators and Examples as used with the Assessment Tool is attached. (See Survey Analysis)

This draft Three-year Strategy will be discussed and approved by the Executive and the Board of Directors in the coming months.

Three-year Multiculturalism Strategy

Goal – Executive Leadership: In BC Assessment multiculturalism issues are comprehensively included and communicated in corporate strategic business and performance plans and in annual plans. There is leadership and accountability demonstrated in multiculturalism issues.

Targets –

- By 2001 ensure that the Corporate Strategic Plan and Annual Plan include multiculturalism goals and objectives
- By 2002 all committees will be reviewed to ensure that they reflect the cultural diversity of the province.
- By 2001 an executive sponsor will be responsible for multiculturalism who personally initiates, participates and involves staff in achieving outcomes in multiculturalism.
- By 2002 mechanisms and processes for involving employees at all levels in achieving outcomes in multiculturalism will be reviewed by the Multiculturalism Committee and Executive Committee members

Goal – Communications: All communications responds to the needs of the cultural diversity of British Columbia and promote the goals and objectives of the Multiculturalism Act.

Targets –

- The organization's commitment to multiculturalism is actively promoted on an ongoing basis to staff and to the public on an annual basis and subsequently reported through the mandate of the Multiculturalism Act.
- Translations will continue to be provided in high demand languages to serve our culturally diverse communities where a business case exists.
- The ethno specific media and community organizations will continue to be offered BC Assessment presentations and culturally sensitive material that promotes and publicizes access to BC Assessment's programs, services, employment and business opportunities.
- BC Assessment will continue a high level of annual participation in crown and government wide committees to collaborate and share resources and best practices in multiculturalism.
- On an annual basis communications initiatives will be documented for reporting to the executive, board and the Minister responsible for Multiculturalism.

Goal – Resource Management: BC Assessment's resources and operations are managed to support the goals and objectives of the Multiculturalism Act.

Targets –

- By 2002 the contracting process employed by BC Assessment will be reviewed to ensure that information is provided to potential contractors from ethnocultural communities of the province.
- By 2002 surveys of ethno-cultural communities will help identify organizational barriers for participation with BC Assessment.
- By 2003 any organizational barriers for participation of members of the ethno-cultural communities will be reviewed and eliminated.

BC Assessment

Goal – Policies, Programs and Services: BC Assessment's policies, programs and services comply with and support the goals and objectives of the Multiculturalism Act.

Targets –

- By 2001 the specific multiculturalism policy will be reviewed by the Multiculturalism Committee members and the Executive.
- By 2002 BC Assessment will document and review its culturally responsive services to communities and the public. This documentation will serve to improve services in subsequent years.
- By 2002 BC Assessment will review its expertise and contacts to provide culturally competent services to the communities it serves.
- By 2003 BC Assessment will review services, programs, products, policies and procedures to ensure that they are culturally responsive in the local communities that they serve. This will be reported on.

Goal – Evaluation: BC Assessment's corporate programs, policies, services and operations are evaluated in a manner responsive to the multicultural reality of British Columbia, and meet the goals and objectives of the Multiculturalism Act.

Targets –

- By 2002 the performance of executive members will be measured for achieving outcomes for multiculturalism.
- By 2003 managers will be evaluated, as part of their performance appraisal, on cultural competence.
- Each year accountability by area office and head office divisions in meeting multiculturalism objectives will be reported on and communicated to staff.
- On an ongoing basis staff training needs will be reviewed to ensure that BC Assessment is serving a culturally diverse province in an appropriate and effective manner.
- On an ongoing basis BC Assessment's training for multiculturalism, anti-violence, anti-racism and other diversity issues will be carried out and revisions incorporated as required. These will be communicated back to all staff.

ANNUAL BUSINESS PLAN

- BC Assessment's five-year Strategic Plan will include Multiculturalism Goals by May 31, 2001.
- BC Assessment's Annual Plan for 2001 will include area office and divisional targets to support Multiculturalism Goals and targets by May 31, 2001.
- In 2000 the role of an Executive Sponsor for Multiculturalism will be reviewed in relationship to ongoing restructuring initiatives.
- In 2000 the composition of BC Assessment's Multiculturalism Committee will be reviewed and aligned to support the Strategic Plan, the Annual Plan and corporate restructuring.
- In 2000 BC Assessment's Multiculturalism Policy will be reviewed by the Multiculturalism Committee for Executive and Board Approval. The reviewed and approved policy will be communicated to all staff.
- BC Assessment will continue its liaison and partnership activities with Government bodies such as Multiculturalism BC.
- Multiculturalism measures will be incorporated into BC Assessment's Continuous Improvement Measurement program in year 2000.
- Multiculturalism initiatives, progress and activities will be formally reported by all area office and head office Managers to the Executive, Board and Minister Responsible for Multiculturalism by May 31, 2001.
- Ongoing information regarding the Strategic Plan, Annual Plan, activities of the Multiculturalism Committee and area office initiatives will be communicated to staff.
- Ongoing customer service initiatives such as community outreach, translations and community presentations to diverse communities will continue.
- Ongoing staff training will target diversity issues such as awareness and anti-violence.

BC Buildings

EXECUTIVE SUMMARY

BCBC remains committed to the objectives and principles espoused in the *Multiculturalism Act of British Columbia* and embraces diversity as a business imperative. The Corporation believes that the cross-cultural understanding and respect inherent in a culturally responsive organization serves multiple business purposes. It fosters innovation, creativity and loyalty from employees and affords us a competitive advantage in today's increasingly diverse business world.

In 1999/00, BCBC's Management Committee support of multicultural initiatives remained strong and visible as demonstrated through the provision of dedicated financial and human resources, and significant involvement in Multiculturalism Week activities. Core working-group directors were also accountable for implementation of diversity initiatives outlined in their business plans.

BCBC met or exceeded the majority of the objectives outlined in its 1999/00 Multiculturalism Action Plan. As in previous years, activities to promote cultural awareness, tolerance and understanding remained a key priority; however, this year also saw increased emphasis on human resources initiatives designed to attract and retain a more culturally diverse workforce. Examples of these activities included advertising external vacancies through multicultural agencies and in ethno-specific media, and participating in eight career/job fairs.

In addition to the activities outlined in its Multiculturalism Action Plan, the Corporation continued to support initiatives commenced in previous years that recognize diversity, promote cross-cultural understanding and remove barriers to participation. The Corporation also undertook and embraced a number of initiatives arising during the year with multicultural and diversity dimensions. This included supporting employee involvement in community events such as Folkfest and collaborating with the Youth Employment Project to provide training and employment opportunities for at-risk youth.

During the year, the Corporation's commitment to multiculturalism was recognized by the Ministry Responsible for Human Rights and Immigration through the presentation of a Multiculturalism Award to BCBC. BCBC is determined to continually improve its multiculturalism program and remain a leader in the province of British Columbia.

BCBC has 833 FTEs.

HIGHLIGHTS AND ACCOMPLISHMENTS

1. Outreach recruit by advertising external vacancies with agencies, newspapers and publications serving the four designated groups.

Responsibility: Human Resources department
Status: Accomplished

- As of November 1999, BCBC advertised 4 of 13 external competitions in community newspapers and multicultural agencies including the Affiliation of Multicultural Societies & Service Agencies (AMSSA), the *Indo-Canadian Times* and the *Chinese Daily*.
- Human Resources has started to distribute information on all external vacancies and temporary opportunities to cultural agencies using email. The recipient list, which includes the United Chinese Community Enrichment Services Society (SUCCESS), AMSSA, the Tsartlip Band, Victoria Native Friendship Centre and Spectrum Job Search, continues to expand.
- In response to feedback from members of the four employment equity designated groups, all external vacancies were posted on the internet.
- BCBC directed recruitment/temporary agencies with which they work to refer qualified designated group candidates, when available, for any temporary vacancies. Temporary placements are a critical path by which individuals access regular employment at BCBC.

2. Develop strategy for surveying applicants and short-listed candidates to evaluate outreach recruitment strategy.

Responsibility: Human Resources department
Status: Partially met

- All short-listed candidates are requested to complete a voluntary self-declaration form. This form also tracks how candidates became aware of the employment opportunity at BCBC.

Comments: A tracking system for general applicants is still under development.

3. Undertake a total of four outreach presentations about employment and opportunities with BCBC at career fairs, friendship centres and/or ethnic associations in communities in which we do business.

Responsibility: Human Resources department supported by four corporate business groups
Status: Exceeded

- In FY99/00, BCBC participated in eight career fairs sponsored by the following organizations: Progressive Intercultural Community Services Society(3); BC Paraplegic Association (2); National Aborigi-

BC Buildings

nal Achievement Foundation – Youth Career Fair (1); and, SUCCESS – United Chinese Community Enrichment Services Society (2).

4. Undertake a comprehensive census to determine workforce demographics.

Responsibility: Human Resources department and WDAP
Status: Accomplished
- Personal promotion and support of the Workforce Profile by the Corporation's CEO, as well as the support of the Executive, President's Committee and WDAP resulted in an 88% return rate.
- 6.8% of respondents identified as visible minorities.

5. Organize Corporation-wide activities to celebrate National Aboriginal Day on June 21, 1999 to promote awareness of Aboriginal cultures in the province.

Responsibility: Vice President, Finance
Status: Accomplished
- Presentation to Head Office and Vancouver Island North District staff by Tom Sampson, Tsartlip Nation.
- Youth Poster Contest – children of BCBC employees submitted artwork illustrating the theme "Aboriginal Peoples and their Culture." The artwork was displayed in head office and each district office.
- District Accountants in a number of offices organized special events.

6. Organize Corporation-wide activities to celebrate Multiculturalism Week to promote awareness and education with regard to multiculturalism.

Responsibility: Vice President, Property Management
Status: Accomplished
- 150+ employees from head office and Victoria District Office attended BCBC's annual multiculturalism lunch organized by the Property Management group. Two Indo-Canadian dancers performed traditional dances, prizes from 10,000 Villages (a fair trade store) were distributed and BCBC's Multiculturalism Award was announced.
- Burnaby/New Westminster/Tri Cities District Office researched and created a booklet entitled *"Have You Ever Wondered Why"* answering various questions about different religions and cultures.
- Fraser District Office Staff reviewed the video *The Right to Belong* and then visited the Longhouse and interpretative centre of the Sto:lo Nation in Chilliwack. The district also distributed copies of the Multiculturalism Video Resources Guide and the Fraser District Multiculturalism Bulletin – Year 2000. One employee attended an *Across Cultures Eye Opener* seminar and wrote a report on the experience which was distributed to all district staff.
- Lunches or information meetings and discussions were held in the following offices: Kootenay/ Columbia/ Boundary, Dease Lake, Skeena/Central Interior/Peace, Vancouver District Office attended a potluck luncheon.

7. Hold WDAP meetings at different cultural venues and incorporate cross-cultural learning opportunities into meeting agendas. Evaluate and recommend these venues for other Corporate meetings.

Responsibility: WDAP and Human Resources department
Status: Partially Met
- In conjunction with National Aboriginal Day, June 24, 1999 WDAP meeting was held at the Ki-Low-Na Friendship Society Centre in Kelowna with employees of the Kelowna Service Centre participating. The day's events included a cultural exchange program and a presentation on accessing employment opportunities with BCBC was made for Friendship Centre members.
- Another WDAP meeting was held on Tsartlip Band premises. Band members catered traditional food and refreshments.

Comments: Costs associated with off-site meetings have limited this activity; WDAP will hold up to two meetings per year at cultural venues.

8. Integrate diversity issues into all established and new corporate training and development programs.

Responsibility: Human Resources, and Organization and Staff Development departments
Status: Partially Met
Comments: The Corporation is mindful of diversity issues in all training initiatives and will work to integrate diversity issues into training over the next three years.
- Harassment prevention workshops continue for all staff.

9. Incorporate diversity-related workshops or events into annual BCBC business conferences.

Responsibility: WDAP in conjunction with Management Committee
Status: Partially Met
- Client and Accommodation Services Group's business conference incorporated entertainment, story-telling and food services by members of the Nuu-chal-nulth First Nation.

Comments: Action item remains an ongoing activity in the Corporation. Efforts are being made to include diversity aspects in all business conferences.

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10. Present the Unlearning Racism workshop at a regular President's Committee meeting.

Responsibility: Human Resources Department and Corporation President
Status: Partially Met
Comments: In October 1999, 10 BCBC directors attended a WDAP meeting at which the *Unlearning Discrimination* workshop was presented.
- The *Blue Eyes, Brown Eyes* video has been presented at some Operating Committees and is an ongoing activity.

11. Continue to support and build BCBC's capacity to establish business relations with First Nations.

Responsibility: Client and Accommodation Services, New Business Development
Status: Partially met
- The Corporation continues to explore opportunities with First Nations as opportunities present themselves. A policy on developing business relations with First Nations is under development.

12. Include participation in community and corporate diversity events in the Corporation's Good Life Program.

Responsibility: Human Resources Department in conjunction with WDAP
Status: Not accomplished
Comments: Planned for 2000-2003 Strategic Plan.

13. Prepare a report on diversity for both employees and external partners.

Responsibility: WDAP and Human Resources Department
Status: Accomplished
- Annual BCBC Multiculturalism Progress report is made available to employees electronically or through Operating Committees.
- Workforce Profile Results will be communicated to employees in the first quarter of 2000/01.
- Workplace Diversity Advisory Panel minutes are circulated throughout the Corporation.
- Workplace Diversity Advisory Panel conducts an annual presentation on corporate multiculturalism accomplishments.

14. Evaluate diversity policies to ensure congruency with amendments to the Human Rights Code and emerging business issues.

Responsibility: WDAP
Status: Not Accomplished
Comments: Planned for 2000-2003 Strategic Plan.

15. Review WDAP membership and appoint approximately 50% new members.

Responsibility: WDAP Chair
Status: Accomplished
- 50% new members appointed in September 1999.

16. Implement WDAP Communication Strategy.

Responsibility: WDAP
Status: Accomplished
- WDAP distributes information on multiculturalism, diversity and the WDAP throughout the Corporation via articles in Buildings Post (BCBC's employee newsletter), email, inter- and intranet, bulletin boards and committee meetings.
- n addition to the events listed above, BCBC also celebrated International Day of Disabled Persons, International Women's Day and Bring Your Daughter to Work Day.
- Communications regarding WDAP and special events and senior-level support resulted in an increased number of volunteers actively participating in the planning and implementation of these events. The Corporation recognizes the leadership of volunteers in diversity-related initiatives and rewards participation with gift certificates.
- Feedback from members of the Corporation indicates heightened awareness of the WDAP and the importance of diversity and multiculturalism in relation to the Corporation's business objectives.

Continuing Activities and Initiatives

In addition to the activities outlined in our Multiculturalism Action Plan, BCBC continued to support on-going initiatives that encourage respect for our multicultural heritage, recognize diversity, promote cross-cultural understanding and remove barriers. In 1999/00, BCBC:
- provided specific funding for workplace diversity initiatives.
- continued to integrate multiculturalism and diversity-related goals and objectives with measurable outcomes into the business and strategic planning cycle.
- maintained corporate membership in the Inter-Cultural Association of Greater Victoria and supported similar cultural organizations in other communities.
- honoured another employee for the employee's advocacy of and participation in multiculturalism activities within the community through the presentation of our 4th Annual Multiculturalism Award.
- ensured that the majority of our new employees and supervisors attended the workshop *Managing Change in the 90s: Promoting a Harassment Free Workplace.*
- expanded our diversity and multiculturalism resource libraries.

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- continued to offer our Generation Y program which provides job and life-skills training for at-risk youth.

New Activities and Initiatives

In 1999/00, BCBC also undertook and embraced a number of initiatives arising during the year with multicultural and diversity dimensions, including:

- recognizing the importance of and supporting employee involvement in community multicultural and diversity events such as Folkfest by allowing employees to volunteer on BCBC time.
- collaborating with the community-based Youth Employment Pilot Project (YEPP) to provide a training facility for and employment of at-risk youth. A number of program graduates are now employed by established businesses in Victoria.
- commencing development of a barrier-free acceptance policy.
- recruiting a bilingual employee to provide enhanced service to a new client.
- consulting diverse community groups with respect to new projects and services.

BCBC also received a Multiculturalism Award from the Ministry Responsible for Human Rights and Immigration for our efforts to incorporate multiculturalism into our way of doing business.

THREE-YEAR STRATEGIC PLAN

Corporate Strategic Objectives in Multiculturalism

British Columbia Buildings Corporation has identified five objectives that provide the foundation for our 2000 ~ 2003 Multiculturalism Strategic Plan. For each of these objectives we have established measurable goals and associated strategies to ensure their successful achievement over the next three years. This plan is compatible with the Corporation's overall Strategic Plan for 2000 – 2003 with all of the multiculturalism objectives being linked to Corporate Objective #3 – High Performance Culture.

Objective #1: Demonstrate Executive Leadership
Demonstrate leadership and accountability for multiculturalism in strategic, business and performance plans.

Our goals are:

- Increase visibility of multiculturalism in Corporate Vision and Mission.
- Ensure that 100% of group business plans include multiculturalism and diversity initiatives.
- Increase cultural diversity on all appointed Corporation committees, when possible.

Strategies:

1. Strengthen the language of the Corporation's mission statement and core values to express BCBC's commitment to multiculturalism in a definitive, rather than general, manner.
   Tactics:
   a) make recommendations to amend the Corporation's mission statement to communicate our commitment to workforce diversity and operating in a culturally responsive manner.
   b) make recommendations to amend the Corporation's core values to indicate clearly our commitment to multiculturalism and diversity objectives.

2. Ensure that multiculturalism and diversity remain recognized business strategies in all sectors of the Corporation by requiring inclusion of initiatives with goals that support and reflect the Corporation's commitment to multiculturalism in all strategic and business plans.
   Tactics:
   a) every two years, re-assign responsibility for each designated equity group (women, visible minorities, persons with disabilities, Aboriginal people) to our four corporate business groups.
   b) each corporate business group is to establish business objectives, with measurable goals, related to its assigned equity group.
   c) Vice Presidents to monitor and to hold their group's Directors accountable for meeting established goals.
3. Ensure that the Corporation's appointed committees reflect the cultural diversity of the province of British Columbia.
   Tactics:
   a) support team leaders to include diverse membership when establishing working committees.

4. Maintain the visibility of Management Committee and President Committee support for workforce diversity and multiculturalism initiatives.
   Tactics:
   a) increase Executive Sponsor attendance at Workplace Diversity Advisory Panel meetings to 75%.
   b) maintain Management Committee participation in diversity and multiculturalism events celebrated throughout the organization.
   c) increase President's Committee participation in diversity and multiculturalism events celebrated throughout the organization.

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Objective #2: Communicate Commitment and Create Understanding

Demonstrate commitment to and enhance understanding of the goals and objectives of multiculturalism, as well as the business rationale for diversity initiatives. Ensure our communications are responsive to the needs of our employees and the population of British Columbia.

Our goals are:

- Publish four diversity or multiculturalism-related articles per year in the Corporation's newsletter (BCBC Buildings Post).
- Develop and maintain a webpage dedicated to diversity and multiculturalism on the Corporation's website.
- Ensure all communication vehicles (webpages, reports, posters, announcements, etcetera) convey the Corporation's commitment to multiculturalism, are accessible to a broad audience and/or reflect the cultural diversity of the province.
- Increase staff involvement in community and BCBC diversity and multiculturalism initiatives.
- Ensure BCBC representation at all Crown Corporation Multiculturalism Committee meetings.
- Increase the percentage of employees who feel that embracing diversity is important to BCBC's organizational strength from 62% as measured in the 1998 employee survey.

Strategies:

1. Use diverse methods to convey the Corporation's commitment to multiculturalism, and educate staff, clients and the public on the importance of multiculturalism as a Corporate and social priority.
   Tactics:
   a) write articles, progress reports, etcetera for inclusion in the Buildings Post (BCBC employee newsletter), webpage, annual report and other communication vehicles.
   b) work with our Corporate Communications and Public Affairs department to obtain expert advice and explore opportunities to raise awareness of multiculturalism and diversity both within the Corporation and within our client groups.
   c) identify and circulate materials on multiculturalism and diversity to staff. This may include posters, calendars, videos or information on specific events such as *International Day for the Elimination of Racial Discrimination* (March 21st), Multiculturalism Week and National Aboriginal Day.
   d) increase staff involvement in the planning, organizing and evaluation of diversity or multicultural events and increase overall staff participation rate in these events.
   e) reward and recognize staff commitment to and involvement in community and corporate initiatives that support the goals and principles of multiculturalism and diversity. (See Corporation Strategic Plan 2000–2003, Strategy 3.2).

2. Assess all Corporation communication vehicles to ensure that they reflect and respond to British Columbia's cultural diversity and convey our commitment to multiculturalism.
   Tactics:
   a) identify superior examples of culturally responsive communications material.
   b) continue to utilize culturally inclusive text, images and illustrations for all Corporation-produced publications, videos or other communications material.

3. Share information on best practices and collaborate with other government, Crown or private organizations on multiculturalism or diversity initiatives.
   Tactics:
   a) Participate in meetings of the Crown Corporation Committee on Multiculturalism.
   b) explore and develop opportunities for partnerships and joint initiatives to further the goals and objectives of multiculturalism.

Objective #3: Dedicate Resources to Support the Development of a Multicultural Organization

Dedicate resources to removing barriers to participation, building a diverse workforce and creating a welcoming, inclusive environment.

Our goals are:

- Maintain or increase funding for diversity and multiculturalism.
- Increase general workforce representation of visible minorities when possible.
- Increase the percentage of employees who report that their work area is free from harassment from 74% as measured through the 1998 employee survey.
- Increase the percentage of employees who feel that senior management treats employees with dignity and respect from 36% as measured through the 1998 employee survey.
- Increase the percentage of employees who agree that, in their work area, there is mutual respect between employees regardless of cultural background or personal characteristics from 78% as measured through the 1998 employee survey.
- Ensure all existing human resources policies are compliant with the British Columbia Human Rights Code and the *Multiculturalism Act*.

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Strategies:

1. Review existing human resources policies, procedures, guidelines and practices to identify systemic barriers to full participation of the four designated groups. Where barriers are identified, take corrective action when appropriate.
   Tactics:
   a) undertake a comprehensive employment systems review:
      i) audit written policies, procedures and guidelines on recruitment, compensation, training, advancement and benefits to identify barriers to employment for the four designated groups.
      ii) conduct focus group meetings with staff members to identify discrepancies between policies and actual practices that affect recruitment, retention and advancement in the organization.
      iii) develop and implement recommendations to address identified discrepancies and barriers.
   b) review the Corporation's policies on multiculturalism, valuing diversity and workplace harassment to ensure congruency with the BC Human Rights Code and *Multiculturalism Act*:
      i) compare existing policies to current legislation.
      ii) amend policies accordingly.
      iii) inform employees of changes and circulate new policies.

   c) continue on-going reviews to identify barriers:
      i) conduct exit interviews with all employees who choose to leave the organization to identify their reasons for leaving.
      ii) if interviewees cite working environment or barriers to advancement, identify steps to address problems.

2. Develop and implement innovative human resource recruitment and retention strategies to increase the diversity of candidates applying for and obtaining work with BCBC.
   Tactics:
   a) develop and implement a comprehensive outreach recruitment strategy for the following positions:
      i) all temporary vacancies.
      ii) casual hires.
      iii) summer employment.
      iv) youth employment.
      v) Entry-level positions.
   b) educate employment agencies regarding BCBC's commitment to diversity and instruct them to send qualified candidates from the four designated groups for temporary positions where possible.
   c) each year, make a minimum of four outreach presentations on opportunities with the Corporation at career fairs, friendship centres and/or ethnic associations in communities in which we do business.
   d) develop a strategy for promoting BCBC's employment opportunities and advertising external vacancies with outreach groups or in publications serving the four designated groups:
      i) develop criteria to determine location and type of positions to be advertised.
      ii) establish budget for advertising costs.
      iii) advertise 75% of external vacancies through these media.

3. Continue to promote diversity, multiculturalism and the creation of a welcoming, inclusive environment through our established and new training initiatives.
   Tactics:
   a) explore options for providing a comprehensive orientation to the Corporation for all new permanent employees and temporary/casual employees whose employment continues for more than three months. Regardless of format, the orientation will focus on communicating that diversity is an integral part of the corporate culture and will include copies of the *Multiculturalism, Valuing Diversity* and *Preventing Workplace Harassment* policies.
   b) continue delivery of the existing *Promoting A Harassment Free Workplace* workshop:
      i) review and, if necessary, update program.
      ii) make mandatory for new employees within six months of start date.
      iii) make mandatory for temporary employees who have worked for more than six months at the Corporation.
   c) present *Unlearning Discrimination* workshop to:
      i) President's Committee.
      ii) Operating Committees.
   d) encourage viewing of *Blue Eyes/Brown Eyes* video by all existing employees and new hires.
   e) develop and implement a comprehensive mentorship program.
   f) ensure the Corporation's customer/vendor service training program incorporates culturally sensitive service delivery components.

4. Ensure all staff acquire and develop competencies to support the achievement of the Corporation's multiculturalism and diversity goals and objectives.
   Tactics:
   a) identify the knowledge, skills and behaviours that contribute to the creation of a diverse and welcoming environment.

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b) ensure Competencies Advisory Group has skills associated with working in or managing a diverse workforce in the Foundation and Leadership competency models under development. (See Corporation Strategic Plan 2000~2003, Strategy 3.5).
c) ensure Corporation's leadership/management training program incorporates development of skills necessary to create, manage, and value a diverse workforce. (See Corporation Strategic Plan 2000~2003, Strategy 3.4).

Objective #4: Become a Culturally Responsive Organization
Ensure business processes and services comply with and are supportive of the goals and objectives of multiculturalism.

Our goals are:
- Ensure business processes, policies and practices are delivered in a culturally sensitive manner.
- Ensure that potential business opportunities with the Corporation are adequately communicated to the diverse communities that we serve.

Strategies:
1. Ensure that information on contract and business opportunities with the Corporation, as well as the process for identifying business partners, is widely communicated to ethno-cultural communities via multicultural societies, ethno-specific media, community networks, mainstream media and other business channels.
   Tactics:
   a) consult with Multiculturalism BC to identify appropriate audiences for this information.
   b) consult with Multiculturalism BC to identify the best mechanisms, including use of media, business organizations or networks, by which the Corporation can provide this information to the identified audiences.
   c) distribute general information package on the BCBC contracting process proactively to target audiences.
   d) develop strategy and budget for distribution of information on specific business opportunities.
   e) in accordance with this strategy, communicate information about specific business opportunities as they arise.
   f) identify staff capable of providing verbal translation services for current or prospective clients when necessary.
   g) identify independent translation services when staff resources are insufficient.

Objective #5: Assess Progress and Reward Performance
Continuously review individual, work group and corporate performance to assess progress, adopt best practices and reward achievement of multiculturalism goals and objectives.

Our goals are:
- Meet or exceed goals/objectives established in the Corporation's Multiculturalism Strategic Plan.
- Meet or exceed multiculturalism/diversity objectives established in group business plans.
- Meet or exceed multiculturalism/diversity objectives established in individual personal development plans.
- Increase the percentage of employees who agree that management is effective and shows leadership with respect to fostering a diverse workforce from 50% as measured in the 1998 employee survey.

Strategies:
1. Continue to monitor Workforce Profile results to assess the Corporation's success at attracting, recruiting and retaining designated group members in all occupational categories.
   Tactics:
   a) analyze annually Workforce Profile results to identify areas of under-representation and/or demographic patterns that indicate potential recruitment or retention problems.
   b) develop strategies to address identified recruitment and retention problems.
   c) communicate Workforce Profile results and improvement strategies to all employees.

2. Monitor progress toward meeting multiculturalism objectives and goals in group plans.
   Tactics:
   a) continue to track and report all short-listed applicants and new hires in terms of designated equity group status.
   b) measure progress in achieving multiculturalism goals and objectives for work groups and hold managers accountable for performance.

3. Consult with Crown Corporation Committee on Multiculturalism and established community contacts to assess the Corporation's progress towards becoming a culturally responsive organization.
   Tactics:
   a) solicit feedback from Multiculturalism BC and other established community contacts to evaluate the cultural responsiveness of the Corporation's policies, programs and services.

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b) supplement feedback with on-going research on best practices and consider the adoption of these practices in future policy, program and service development.

4. Recognize and reward the achievements and contributions of individuals and groups in achieving multiculturalism goals and objectives.
Tactics:
a) achieve multiculturalism goals and objectives, as well as staff involvement in planning, organizing and evaluating diversity or multicultural events, in the Corporation's rewards and recognition framework. (See Corporation Strategic Plan 2000-2003, Strategy 3.2).
b) participate in multicultural and diversity initiatives in the Corporation's Good Life Program (an employee wellness program).

ANNUAL BUSINESS PLAN

Strategic Objective #1: Demonstrate Executive Leadership

Strategy #1.1: Strengthen the language of the Corporation's mission statement and core values to express BCBC's commitment to multiculturalism in a definitive, rather than general, manner.

- Make recommendations to amend the Corporation's core values to indicate clearly our commitment to multiculturalism and diversity objectives. (Tactic #1.1.b)
Responsibility: Management Committee
President's Committee
Strategic Planning Performance and Change Management department
Anticipated Outcome: Definitive language included
Timeframe: 4th Quarter

Strategy #1.2: Ensure that multiculturalism and diversity remain recognized business strategies in all sectors of the Corporation by requiring inclusion of initiatives with goals that support and reflect the Corporation's commitment to multiculturalism in all strategic and business plans.

- Every two years, re-assign responsibility for each designated equity group (women, visible minorities, persons with disabilities, Aboriginal people) to BCBC's four
corporate business groups. (Tactic #1.2.a)
Responsibility: Management Committee, WDAP
Anticipated Outcome: Corporate group responsibility for each designated equity group.
Timeframe: 2nd Quarter
- Each corporate group to establish business objectives, with measurable goals, related to their assigned equity group. (Tactic #1.2.b)
Responsibility: Corporate Group Vice Presidents
Anticipated Outcome: Specific/measurable goals
Timeframe: 4th Quarter

Strategy #1.3: Ensure that the Corporation's appointed committees reflect the cultural diversity of the province of British Columbia.

- Support team leaders to include diverse membership when establishing working committees. (Tactic #1.3.a)
Responsibility: Team leaders
Anticipated Outcome: Increased membership diversity Timeframe: Ongoing

Strategy #1.4: Maintain the visibility of Management Committee support for workforce diversity and multiculturalism initiatives.

- Increase Executive Sponsor attendance at Workplace Diversity Advisory Panel meetings to 75%. (Tactic #1.4.a)
Responsibility: Vice-President, Client and Accommodation Services
Anticipated Outcome: 75% attendance
Timeframe: Ongoing: 2nd, 3rd and 4th Quarters
- Maintain Management Committee participation in diversity and multiculturalism events celebrated throughout the organization. (Tactic #1.4.b)
Responsibility: Management Committee
Anticipated Outcome: Management Committee participation
Timeframe: Ongoing: 2nd, 3rd and 4th Quarters
- Increase President's Committee participation in diversity and multiculturalism events celebrated throughout the organization. (Tactic #1.4.c)
Responsibility: Management Committee
President's Committee
Anticipated Outcome: Increased President's Committee participation
Timeframe: Ongoing: 2nd, 3rd and 4th Quarters

Strategic Objective #2: Communicate Commitment and Create Understanding

Strategy #2.1: Use diverse methods to convey the Corporation's commitment to multiculturalism, and educate staff, clients and the public on the importance of multiculturalism as a corporate and social priority.

- Write articles, progress reports, etcetera for inclusion in the Buildings Post (an internal BCBC newsletter for employees), webpage, annual report and other communication vehicles. (Tactic #2.1.a)

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Responsibility: WDAP, Corporate Communications
Anticipated Outcome: 4 published articles, increased understanding
Timeframe: Ongoing: 2nd, 3rd and 4th Quarters

- Work with our Corporate Communications and Public Affairs department to obtain expert advice and explore opportunities to raise awareness of multiculturalism and diversity both within the Corporation and within our client groups. (Tactic #2.1.b)
  Responsibility: WDAP
  Anticipated Outcome: Improved communications and increased awareness
  Timeframe: 3rd Quarter
- Identify and circulate materials on multiculturalism and diversity to staff. This may include posters, calendars, videos or information on specific events such as *International Day For The Elimination of Racial Discrimination* (March 21st), *Multiculturalism Week* and *National Aboriginal Day.* (Tactic #2.1.c)
  Responsibility: WDAP, Corporate Groups
  Anticipated Outcome: Increased circulation of diversity materials, increased understanding and awareness
  Timeframe: Ongoing
- Increase staff involvement in the planning, organizing and evaluation of diversity or multicultural events and increase overall staff participation rate in these events. (Tactic #2.1.d)
  Responsibility: WDAP, Corporate Groups
  Anticipated Outcome: Increase involvement
  Timeframe: Ongoing
- Reward and recognize staff commitment to and involvement in community and corporate initiatives that support the goals and principles of multiculturalism and diversity. (See Corporation Strategic Plan 2000 ~ 2003, Strategy 3.2). (Tactic #2.1.e)
  Responsibility: WDAP, Corporate Groups
  Anticipated Outcome: Ongoing recognition, increased commitment
  Timeframe: Ongoing

Strategy #2.2: Assess all Corporation communication vehicles to ensure they are reflective of and responsive to British Columbia's cultural diversity and convey our commitment to multiculturalism.

- Identify superior examples of culturally responsive communications material. (Tactic #2.2.a)
  Responsibility: WDAP
  Anticipated Outcome: Samples of culturally responsive communications material on which future communications can be modeled
  Timeframe: Ongoing
- Continue to utilize culturally inclusive text, images and illustrations for all Corporation-produced publications, videos or other communication material. (Tactic #2.2.b)
  Responsibility: Corporate Communications
  Anticipated Outcome: Culturally inclusive communications material
  Timeframe: Ongoing

Strategy #2.3: Share information on best practices and collaborate with other government, Crown corporations or private organizations on multiculturalism or diversity initiatives.

- Attend meetings of the Crown Corporation Committee on Multiculturalism. (Tactic #2.3.a)
  Responsibility: HR
  Anticipated Outcome: Increased opportunities for information exchange and collaboration
  Timeframe: Ongoing
- Explore and develop opportunities for partnerships and joint initiatives to further the goals and objectives of multiculturalism. (Tactic #2.3.b)
  Responsibility: HR, WDAP
  Anticipated Outcome: New joint initiatives, Ongoing program development
  Timeframe: Ongoing

Strategic Objective #3: Dedicate Resources to Support the Development of a Multicultural Organization

Strategy #3.1: Review existing human resources policies, procedures, guidelines and practices to identify systemic barriers to full participation of all designated group members. Where barriers are identified, take corrective action when appropriate.

- Continue ongoing reviews to identify barriers:
  i) conduct exit interviews with all employees who choose to leave the organization to identify their reasons for leaving.
  ii) if interviewees cite working environment or barriers to advancement, identify steps to address problems. (Tactic #3.1.c)
  Responsibility: HR
  Anticipated Outcome: Identification and elimination of barriers
  Timeframe: Ongoing

Strategy #3.2: Develop and implement innovative human resource recruitment and retention strategies to increase the diversity of candidates applying for and obtaining work with BCBC.

- Develop and implement a comprehensive outreach recruitment strategy for the following positions:
  i) all temporary vacancies.
  ii) casual hires.

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iii) summer employment.
iv) youth employment.
v) Entry-level positions. (Tactic #3.2.a)
Responsibility: HR
Anticipated Outcome: Larger candidate pool and more diverse candidate group
Timeframe: Ongoing

- Educate employment agencies regarding BCBC's commitment to diversity and instruct them to send qualified candidates from the four designated groups for temporary positions when possible. (Tactic #3.2.b)
Responsibility: HR
Anticipated Outcome: Increased understanding by temporary agencies of corporate commitment to diversity
Increased diversity of referrals
Timeframe: Ongoing
- Make a minimum of four outreach presentations on opportunities with the Corporation at career fairs, friendship centres and/or ethnic associations in communities in which we do business. (Tactic #3.2.c)
Responsibility: HR
Anticipated Outcome: Increased interest in opportunities with BCBC
Increased diversity of potential candidate pool
Timeframe: Ongoing
- Develop a strategy for promoting BCBC's employment opportunities and advertising external vacancies with outreach groups or in publications serving the four designated groups:
i) develop criteria to determine location and type of positions to be advertised.
ii) establish budget for advertising costs.
iii) advertise 75% of external vacancies through these media. (Tactic #3.2.d)
Responsibility: HR
Anticipated Outcome: Increased diversity of candidates,
75% of external vacancies advertised
Timeframe: 2nd Quarter

Strategy #3.3: Continue to promote diversity, multiculturalism and the creation of a welcoming, inclusive environment through our established and new training initiatives.

- Explore options for providing a comprehensive orientation to the Corporation for all new permanent employees and temporary/casual employees whose employment continues for more than three months. Regardless of format, the orientation should communicate that diversity is an integral part of the corporate culture and include copies of the *Multiculturalism, Valuing Diversity* and *Preventing Harassment policies.* (Tactic #3.3.a)
Responsibility: HR
Anticipated Outcome: Revamped Orientation Program
Clear communications to new employees, Increased knowledge of diversity-related policies
Timeframe: 4th Quarter

- Continue delivery of the existing Promoting A Harassment Free Workplace workshop:
i) review and, if necessary, update program.
ii) make mandatory for new employees within six months of start date.
iii) make mandatory for temporary employees who have worked for more than six months at the Corporation. (Tactic #3.3.b)
Responsibility: HR
Anticipated Outcome: Decreased incidents of harassment or discrimination, Increased acceptance and understanding
Timeframe: Ongoing

- Encourage viewing of *Blue Eyes/Brown Eyes* video by all existing employees and new hires. (Tactic #3.3.d)
Responsibility: HR, President's Committee
Anticipated Outcome: Decreased incidents of harassment or discrimination
Increased acceptance and understanding
Timeframe: Ongoing

- Develop and implement a comprehensive mentorship program. (Tactic #3.3.e)
Responsibility: HR
Anticipated Outcome: Retention and development of employees
Timeframe: Commence in 4th Quarter

Strategic Objective #4: Become A Culturally Responsive Organization

Strategy #4.1: Ensure that information on contract and business opportunities with the Corporation, as well as the process for identifying business partners, is widely communicated to ethno-cultural communities via multicultural societies, ethno-specific media, community networks, mainstream media and other business channels.

- Identify staff capable of providing verbal translation services for current or prospective clients when necessary. (Tactic #4.1.f)
Responsibility: HR
Anticipated Outcome: Increased ability to respond to requests from client groups
Timeframe: 1st Quarter

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- Identify independent translation services when staff resources are insufficient. (Tactic #4.1.g)
  Responsibility: WDAP
  Anticipated Outcome: Increased ability to respond to requests from client groups
  Timeframe: 1st Quarter

Strategic Objective #5: Assess Progress and Reward Performance

Strategy #5.1: Continue to monitor Workforce Profile results to assess the Corporation's success at attracting, recruiting and retaining designated group members in all occupational categories.

- Analyze annually Workforce Profile results to identify areas of under-representation and/or demographic patterns that indicate potential recruitment or retention problems. (Tactic #5.1.a)
  Responsibility: HR
  Anticipated Outcome: Increased awareness of designated group representation
  Timeframe: 1st Quarter

- Develop strategies to address identified recruitment and retention problems. (Tactic #5.1.b)
  Responsibility: HR
  Anticipated Outcome: Increased recruitment and retention of designated group members
  Timeframe: 2nd Quarter

- Communicate Workforce Profile results and improvement strategies to all employees. (Tactic #5.1.c)
  Responsibility: HR
  Anticipated Outcome: Increased management/staff awareness of Corporation's demographics
  Timeframe: 3rd Quarter

Strategy #5.2: Monitor progress toward meeting multiculturalism objectives and goals in group plans.

- Continue to track and report all short-listed applicants and new hires in terms of designated equity group status. (Tactic #5.2.a)
  Responsibility: HR
  Anticipated Outcome: Annual HR statistics
  Timeframe: 4th Quarter

- Measure progress in achieving multiculturalism goals and objectives for work groups and hold managers accountable for performance. (Tactic #5.2.b)
  Responsibility: Vice Presidents
  Anticipated Outcome: Measured/reported progress
  Timeframe: 4th Quarter

Strategy #5.3: Consult with Crown Corporation Committee on Multiculturalism and established community contacts to assess the Corporation's progress towards becoming a culturally responsive organization.

- Solicit feedback from Multiculturalism BC and other established community contacts to evaluate the cultural responsiveness of the Corporation's policies, programs and services. (Tactic #5.3.a)
  Responsibility: WDAP
  Anticipated Outcome: Increased awareness of status of diversity/multiculturalism programs gained through external sources.
  Timeframe: 4th Quarter
- Supplement feedback with ongoing research on best practices and consider the adoption of these practices in future policy, program and service development. (Tactic #5.3.b)
  Responsibility: WDAP, HR
  Anticipated Outcome: Continued program improvement.
  Timeframe: 4th Quarter

Strategy #5.4: Recognize and reward the achievements and contributions of individuals and groups in achieving multiculturalism goals and objectives.

- Include achievement of multiculturalism goals and objectives, as well as staff involvement in the planning, organizing and evaluation of diversity or multicultural events, in the Corporation's rewards and recognition framework. (See Corporation's Strategic Plan 2000 – 2003, Strategy 3.2). (Tactic #5.4.a)
  Responsibility: HR
  Anticipated Outcome: Rewards/recognition program recognizes individual contribution to diversity initiatives.
  Increased commitment and involvement.
  Timeframe: 2nd Quarter
- Include participation in multicultural and diversity initiatives in the Corporation's Good Life Program. (Tactic #5.4.b)
  Responsibility: HR
  Anticipated Outcome: Increased awareness and participation.
  Recognition of participation.
  Timeframe: 4th Quarter

BC Ferries

EXECUTIVE SUMMARY

During 1999-2000, BC Ferries continued to develop customer services that recognize the diversity of our customer base. Training and awareness initiatives include diversity topics. Many activities were also focussed on broadening access to employment opportunities.

BC Ferries' number of full time equivalents was 3,390 as of March 31, 2000.

HIGHLIGHTS AND ACCOMPLISHMENTS

Executive Commitment

The current Corporate Strategic Plan includes a Workforce Development Goal. The following strategy is included within that goal:

Implementing recruitment and development programs to maintain an appropriate supply of skilled employees, recognizing our commitment to diversity principles and youth initiatives.

The Corporate Strategic Plan will be revised in 2000 with a 15-year time horizon.

Corporate Business Planning and Operations

To better reach and serve diverse passengers, BC Ferries has translated website resources into both German and French.

The Reservation Centre is a call-centre operation which is very often the first point of contact for members of the public who wish to get information about our services or who wish to make a reservation on our reservable routes. In addition to English, the Reservation Centre can provide services in French, Spanish, German, Norwegian, Mandarin, Cantonese, Italian and Thai (depending on which staff are on shift at the time).

The Retail Department purchases and markets Aboriginal carvings, copper giftware, art cards and licensed garments (Richard Hunt's) for the Queen of the North as well as our other retail outlets. This is an opportunity to feature native culture for our domestic and international travelers.

A program featuring British Columbia speakers and artists on popular routes has been implemented. This is a way of showcasing the diverse arts and cultures of the province to travelers as an educational, entertainment and economic development initiative.

Communications

A Fleet Bulletin (notice to all employees) commemorating Multiculturalism Week was distributed on paper and/or electronically on February 14, 2000.

Internal communications are monitored to ensure they are sensitive to the multicultural nature of the Corporation's workforce. Press releases are monitored to ensure they are sensitive to the multicultural nature of the communities we serve.

Policy Planning and Evaluation

The B.C. Ferries Equity Census is given to each new employee to voluntarily complete. The information from the census is entered into the Human Resource Information System and gives us a picture of the diverse nature of our workforce. Employment Equity is included as one of our corporate performance measures and is reported quarterly.

The Senior Director, Human Resources, presented an update on BC Ferries' equity and diversity plans to the Community Advisory Board of the Equal Opportunity Secretariat on November 16, 1999.

Diversity and Employment Equity was one of four topics featured at the Human Resources Conference held December 16, 1999. The session, which included HR practitioners from throughout our operations, focused on finding practical ways to improve the representation of visible minority and aboriginal persons in our candidate base as well as among our new hires.

Training and Education

The Supervisory Skills Training program includes a 1 hour module specifically on diversity, with opportunity for discussion throughout the program. In 1999/2000, 79 employees participated in this session. These employees are in supervisory and leadership roles within our workforce.

The SuperHost program was piloted in our Inter-Island Services Division this year in support of customer service initiatives. The program includes a session on cultural awareness.

Two key employees in the Human Resources Division (one involved in equity issues and the other involved in recruitment processes) attended the Multiculturalism Conference on September 23, 1999 at Royal Roads. They fed their learnings back to the Division, especially regarding the

BC Ferries

keynote speaker, Byron Kunisawa. Staff also attended the presentation by Trevor Wilson regarding the Business Case for Diversity on February 10, 2000.

Multiculturalism Calendar of Events and posters have been distributed and are posted throughout our operations.

Community Outreach

In preparation for our spring hiring season, we contacted 24 local agencies (including 17 intercultural or aboriginal agencies) to explain our hiring process and to invite applications.

BC Ferries also participated in several career fairs which highlighted employment and career opportunities to aboriginal and visible minority candidates.

THREE-YEAR STRATEGIC PLAN

As earlier noted, the Corporate Strategic Plan is currently being revised, with a 15-year time horizon.

The existing strategic plan includes a Workforce Development Goal: To improve hiring, career development and performance management programs.

Within this goal, one of the strategies is: Implement recruitment and development programs to maintain an appropriate supply of skilled employees, recognizing our commitment to diversity principles and youth initiatives.

ANNUAL BUSINESS PLAN

The annual business plan will flow from the new Strategic Plan.

The President and CEO of BC Ferries has stated that one of his four key priorities is "achieving consistent, high quality customer service." While most of the Multiculturalism initiatives undertaken in the past have focused on human resources, the emphasis on customer service will necessarily include additional initiatives that recognize the diverse needs of our customers.

BC Housing

EXECUTIVE SUMMARY

The British Columbia Housing Management Commission (BC Housing) is an agency of the provincial government responsible for the delivery of the province's social housing programs. BC Housing's mandate is to facilitate the delivery of secure, well-managed, affordable housing for people who can not otherwise access suitable housing.

As an agency of the provincial government, BC Housing is committed to providing services in a manner that recognizes and respects diversity. This is reflected in BC Housing's 1999-2000 Corporate Plan both in terms of the Board's strategic priorities and in terms of the Board's guiding principles.

In support of BC Housing's commitment to multiculturalism, the following are some of the key highlights of projects and initiatives which were carried out by BC Housing in 1999-2000:

- The inclusion of a commitment to multiculturalism in BC Housing's 1999/00 Corporate Plan and the expansion of the *Multiculturalism Committee* to include a representative from BC Housing's Board of Commissioners;
- The celebration of Multicultural Week through the organization of a *Caribbean Festival* for home office staff and *multicultural potluck lunches* in two of BC Housing's Regional Offices;
- The development of a booklet celebrating the cultural heritage of staff at BC Housing as part of BC Housing's *Multiculturalism Awareness Project*;
- The development of a poster featuring a photo collage of staff as well as a statement reflecting BC Housing's commitment to "*Building Community, Respecting Diversity*";
- The inclusion of a panel discussion on "Accepting Our Diversity" at the annual Tenant Conference;
- Collaboration with the Co-operative Housing Federation of BC in sponsoring a one-day *diversity workshop* for members of housing co-ops in the Lower Mainland; and
- Support for the BC Non-Profit Housing Association in the development of policy templates for non-profit societies that include *strategies for building inclusive communities.*

Number of staff or full time equivalents (FTEs) – 362

HIGHLIGHTS AND ACCOMPLISHMENTS

Corporate Commitment

BC Housing's commitment to multiculturalism is reflected in the 1999-2000 Corporate Plan not only in terms of seeking to maintain a work force that is responsive to, and reflective of the diversity of, the community in which we live and work but also in terms of seeking to deliver programs which foster healthy, active and inclusive communities.

In addition, to ensuring that BC Housing's Corporate Plan reflects a commitment to the goals of Multiculturalism BC, an effort has also been made to ensure that there are appropriate internal structures in place to support this commitment. To a large extent, this is being done through the work of *BC Housing's Multiculturalism Committee.*

BC Housing's *Multiculturalism Committee* which has been active since 1993 includes representatives from senior management as well as staff from across BC Housing. The Committee meets on a quarterly basis and is responsible for developing annual action plans and work plans to be implemented across BC Housing that support the goals of Multiculturalism BC.

Minutes from the meetings of the *Multiculturalism Committee* as well as the annual work plan developed by the Committee are tabled with the BC Housing Executive Committee in order to ensure that the *Multiculturalism Committee* has a strong voice at senior decision making levels.

Minutes from the meetings of the *Multiculturalism Committee* as well as the Committee's annual work plan are also available on the *Multiculturalism Committee's* intranet site. This ensures that staff from across BC Housing are kept informed of the Committee's priorities and the work which is being done to support multiculturalism within BC Housing.

Executive Commitment

Responsibility for chairing the *Multiculturalism Committee* is jointly shared by the Director of Client Services and the Director of Human Resources – both members of BC Housing's Executive Committee. In addition, in 1999-2000 representation on the *Multiculturalism Committee* was expanded to include a representative from BC Housing's Board of Commissioners.

BC Housing

Corporate Business Planning and Operations

A commitment to multiculturalism has been identified as a strategic priority of BC Housing's Board of Commissioners and has been included in BC Housing's Corporate Plan. Specifically the Board of Commissioners has identified a commitment to *maintain a workforce that is responsive to, and reflective of the diversity of the communities in which we live and work and to deliver programs which promote the creation of healthy, active and inclusive communities.* The annual work plan developed by the *Multiculturalism Committee* plays a key role in moving forward on the priorities identified by the Board and in ensuring that the goals of Multiculturalism BC are reflected in the day to day activities of BC Housing.

Communications

Ensuring open and equal access to housing information is one of the stated priorities of the *Multiculturalism Committee.* For 1999-2000, key activities or initiatives in support of this priority included:

- The translation of information on "how to apply for social housing" into five different languages; and,
- The identification of staff interpreters and/or AT&T translation services to assist non-English speaking clients in BC Housing's lower mainland offices.

Policy Planning and Evaluation

In addition to seeking to achieve an internal environment of respect for diversity within BC Housing, in 1999-2000, the *Multiculturalism Committee* also made it a priority to encourage our housing partners to develop policies and procedures which support multiculturalism. Specifically, BC Housing made it a priority to ensure that any educational materials delivered to non-profit and co-operative housing providers included components that related to respecting diversity and multiculturalism. Staff have also made it a priority to work with the non-profit and co-operative housing sectors to develop materials and workshops designed to promote multiculturalism and the development of healthy, active and inclusive communities.

Training and Education

A commitment to promoting sensitivity among staff, tenants, and contractors as well as promoting a commitment to multiculturalism among non-profit and co-operative housing providers were among the stated priorities of the *Multiculturalism Committee* for 1999-2000. In moving forward on these priorities, the following initiatives were put into place:

To raise awareness and support among staff:

- Staff orientation sessions for new employees include information on BC Housing's *Multiculturalism Policy* as well as a brief overview of the work of the Multiculturalism Committee.

To raise awareness and support among tenants:

- A panel discussion on "*Accepting Our Diversity*" was included in the 1999/00 Tenant Conference.

To raise awareness among contractors:

- Section B of BC Housing's *Information for Bidders* seeks to ensure that Contractors working on BC Housing's site are aware of our policy on multiculturalism.

To raise awareness and support among our housing partners:

- BC Housing sponsored a one-day *Diversity Workshop* in collaboration with the Co-operative Housing Federation of BC for housing co-operatives in the Lower Mainland; and
- BC Housing supported the work of the BC Non-Profit Housing Association in the development of policy templates for non-profit housing providers. Included in the material developed was a document that contains *strategies for building inclusive communities.*

Community Outreach

Community outreach and raising awareness have an important role to play in promoting respect for diversity. In terms of community outreach and raising awareness, the following were priorities for 1999-2000:

- Maintaining the *Multiculturalism Committee's* web site on BC Housing's intranet;
- Multicultural Week celebrations included a *Caribbean Festival* for staff in Home Office and "*Multicultural Potluck*" lunches for staff in two of BC Housing's Regional Offices;
- Developing a booklet celebrating the multicultural heritage of staff at BC Housing through the creation of a *Multiculturalism Awareness Project* whereby staff from across BC Housing contributed stories about their families and their multicultural heritage; and
- Creating a poster to celebrate the diversity of staff who work at BC Housing. The theme for the poster "Building Community, Respecting Diversity" was not only intended to draw attention to the importance of respecting diversity but it was also intended to become part of a broader recognition strategy to be incorporated into other materials coming from the *Multiculturalism Committee.*

BC Housing

THREE-YEAR STRATEGIC PRIORITIES

BC Housing's Board of Commissioners has identified multiculturalism as a strategic priority in its Corporate Plan for 2000 - 2003. Specifically the Board of Commissioners has identified a commitment to *maintain a workforce that is responsive to, and reflective of the diversity of the communities in which we live and work and to deliver programs which promote the creation of healthy, active and inclusive communities.*

In terms of meeting the goals of Multiculturalism BC, BC Housing's *Multiculturalism Committee* has developed the following four key priority areas, which form the basis of their own multi-year plan:

Priority of Multiculturalism
Sensitivity Amongst Staff, Tenants, and Contractors
Information and Access
Operation of Non-Profit Societies and Co-operatives

Within each of these priority areas, the *Multiculturalism Committee* has adopted the following specific objectives that help to guide the annual planning process.

Priority of Multiculturalism
Objective 1:
To achieve an internal environment of respect for diversity and an understanding of multiculturalism within BC Housing.

Objective 2:
To ensure that the Multiculturalism Committee will have a strong voice at senior decision making levels within BC Housing.

Sensitivity Amongst Staff, Tenants, and Contractors
Objective 1:
To ensure that all individuals and groups in contact with BC Housing will be immediately aware of the Multiculturalism Policy.

Objective 2:
All policies, forms and procedures will be culturally sensitive and recognize issues of cultural diversity.

Objective 3:
BC Housing will strive to encourage respect and tolerance for diversity within directly managed-communities.

Information and Access
Objective 1:
Open and equal access to housing information will be available to all cultural and ethnic groups.

Operations of Non-Profit Societies and Co-operatives:
Objective 1:
Non-profit and co-operative housing providers will be encouraged to include multiculturalism in their policies and procedures.

Objective 2:
Multiculturalism will be included in operational and procedural reviews of non-profit and co-operative housing providers.

ANNUAL BUSINESS PLAN

The *Multiculturalism Committee* has developed a more detailed action plan to support the strategic priorities outlined above. Included in the action plan for 2000-2001 are the following major initiatives:

- The identification of speakers who would be available to meet with staff in the Regional offices to talk about customs and traditions of specific cultures;
- Staff events designed to further promote and celebrate multiculturalism;
- Development of BC Housing's internet home page to include information on "how to apply for social housing" in a number of different languages; and
- On-going work with the Public Housing Advisory Council and tenant associations to identify strategies for raising awareness and celebrating multiculturalism at the local level.

BC Hydro

EXECUTIVE SUMMARY

As BC Hydro's mission, outlined in the *Corporate Strategic Business Plan*, is to provide integrated energy solutions to our customers in an environmentally and socially responsible manner. One of the strategies for achieving our mission states that that we will "increase the diversity of our workforce to reflect the communities we serve and to encourage new ways of thinking and operating".

Over the 1999/2000 fiscal year, Hydro continued to build on our ability to provide equitable service to customers and maintain community relationships. This was accomplished through sponsorship of and attendance at events, seminars and conferences. As well, we continued employment outreach efforts to recruit and retain a diverse workforce.

There have been many significant achievements this year that are detailed throughout this Report. However, the three major areas of focus were customer outreach, Aboriginal outreach and development of policies to ensure a respectful and culturally responsive organization for employees.

Some of the primary initiatives in these areas were as follows:

- The Youth Energy Services (YES) Team participated in many multicultural community events throughout the province to provide information to customers about Hydro's products and services.
- BC Hydro partnered with the First Nations Employment Services Society to assist in the recruitment of Aboriginal peoples throughout the province. As well, Hydro's Aboriginal Relations Department, Employment Equity Department and Human Resources Services developed a strategic Aboriginal Outreach Recruitment Plan to attract young Aboriginal people to work at BC Hydro through the Youth Options Program.
- BC Hydro established the Aboriginal Internship Program to assist Aboriginal employees to achieve greater representation in the management ranks.
- An Employee and Workplace Environment Policy clearly outlines Hydro's policy on maintaining a respectful work environment for all employees and includes information on accommodation for employees with special needs. This policy is responsive to cultural and religious accommodations which may be required in the workplace.

BC Hydro's commitment to multiculturalism covers a broad range of programs and activities for both customers and employees. Highlights from the past year and a plan for future initiatives are detailed on the following pages.

HIGHLIGHTS AND ACCOMPLISHMENTS

Corporate Commitment

One of the strategic objectives outlined in BC Hydro's *Corporate Strategic Business Plan* is to "build a strong and capable organization". There is a stated commitment within this objective to "increase the diversity of our workforce to reflect the communities we serve and to encourage new ways of thinking and operating".

The structural support for multiculturalism is through the Employment Equity Department (EED) which resides in Corporate Human Resources. Dedicated resources are responsible for policy development, planning for diversity and multiculturalism, development and maintenance of tools for measuring success and coordination of programs and initiatives.

The Employment Equity Department (EED) also coordinates internal and community events to raise awareness of multiculturalism and issues related to racism. As well, in 1999, EED produced a quarterly newsletter called "*Diversity in the News*" and developed a diversity website which is accessible to employees.

Externally, EED participates in inter-Ministry/Crown and government-wide networks and committees to collaborate and share multiculturalism resources and best practices.

In addition to the Employment Equity Department, BC Hydro has made a commitment to developing mutually beneficial relationships with First Nations communities through the Aboriginal Relations Department (ARD). ARD was the recipient of the 1999 Multiculturalism Award, presented by the Ministry responsible for Multiculturalism, for its cross-cultural training program.

As well as corporate support, each of Hydro's Strategic Business Units provides funding to the Hydro Employees Multicultural Society (HEMS). HEMS involves employees at all levels and coordinates numerous multicultural events throughout the year that increase awareness and appreciation of British Columbia's diverse population. In 1999, the Vancouver Multicultural Society acknowledged HEMS with a recognition award, as well as honouring a HEMS director, who received a public service award.

BC Hydro also provides corporate sponsorship and volunteer resources to numerous events and organizations, as well as, providing a wide array of scholarships and community project funding to high school and college/university students.

BC Hydro

Communications

BC Hydro's commitment to multiculturalism is promoted on a regular basis through internal and external communications. Internally, publications such as *WATTSNEW* and *PLUGGED IN* provide employees with information about events taking place internally and in the community. This includes all multicultural events sponsored by BC Hydro. The "*Diversity In The News*" on-line newsletter, which provides topical information on issues such as accommodation and human rights, is sent to senior level managers and human resources practitioners to keep them current with legislative and policy changes.

TALKING CIRCLE is published by the Aboriginal Relations Department (ARD) and is distributed to all employees and Aboriginal bands province-wide. *TALKING CIRCLE* is intended to maintain standards of open communication and respect between first Nations and BC Hydro, as well as to provide a lively and informative publication. BC Hydro also maintains internal websites such as the Hydro Employees' Multicultural Society (HEMS) site and the Diversity site. These sites provide employee access to a variety of information on events, services, news and other information.

Externally, BC Hydro communicates with its customers through a number of different avenues, including print media, radio and television, newsletters that can be included in bills, an internet site, and other printed information available through our Power Smart and Customer Service Centres.

Additional communications initiatives in the 1999/2000 fiscal year that were related to multiculturalism included:

- demonstrations and advertisements about programs and services were offered in a variety of languages through multicultural media and community events.
- BC Hydro's Interactive Voice Response customer service information system offers service in six languages. In addition, the AT&T language line provides translation as required in eleven languages.
- Safety brochures and decals are multilingual (Punjabi, Cantonese & English).
- Corporate branding advertising was placed in multicultural media such as Raven's Eye, Kahtou, Sing Tao, Ming Pao, Indo-Canadian Times and the Indo-Canadian Voice.
- The Media Relations Department provided all media advisories and press releases to non-English language publications such as Ming-Pao and Sing-Tao.
- The Aboriginal Relations Department worked with the Canada-wide Chinese television network, Fairchild Television, to produce and broadcast a national series called "*Above and Beyond.*" The main focus of the series was to look at past and current issues of First Nations and immigrants to Canada. For example, one episode was dedicated to First Nations people to build awareness amongst a primarily Chinese audience about Aboriginal cultures, traditions and struggles in a positive and non-biased manner.
- BC Hydro's six-part video series, "*Pulling Together*", premiered across Canada on the new Aboriginal Peoples Television Network.
- The International Day for the Elimination of Racial Discrimination was acknowledged by a lunch time session for employees moderated by Dr. Eugene Kaellis on "A Short History of Racism; Its Past, Present and Future".
- Human Rights Day was celebrated with a message from the Vice President of Human Resources/Executive Operations, with an accompanying story that focused on the Year of Older Persons.
- The Hydro Employees Multicultural Society maintains a website that allows employees access to information regarding multicultural events and activities taking place internally and in the community. This increases employee awareness and understanding of multiculturalism and its importance to BC Hydro.
- Health Services publishes a newsletter for employees and their families outlining community services, counseling in employee's own language and First Nations services, which enables employees and their families to find resources that will respond in a culturally competent manner to health or other problems.
- The Aboriginal Relations Department maintains an Aboriginal Business Directory which allows BC Hydro employees and the public internet access to information and promotes Aboriginal and Band-owned businesses.

Policies, Programs and Services

BC Hydro's Respectful Workplace Policy was implemented in 1994 and continues to be evaluated for its effectiveness and responsiveness to emerging legislation and human rights issues. The Respectful Workplace Training Program is provided to all new employees to ensure their compliance with workplace policies relating to their conduct and working relationships with other employees and customers.

BC Hydro

The implementation of recommendations resulting from an intensive three year Employment Systems Review is underway. A number of these recommendations will assist in revising policies around recruitment and selection, and pave the way for more inclusive hiring practices.

An Employee and Workplace Environment Policy was developed which clearly outlines Hydro's policy on maintaining a respectful work environment for all employees and includes information on accommodation for employees with special needs. This policy is responsive to cultural and religious accommodations which may be required in the workplace.

Flexible Work Arrangements Guidelines assist individuals with accommodation of work and family responsibilities, religious obligations, community service and educational needs.

A competency framework for Diversity Orientation was developed to test job applicants' knowledge of employment equity and multiculturalism.

With respect to programs and services for customers, BC Hydro continues to implement ways of improving service to ensure non-English speaking customers have better access to information about products, services and safety concerns. This is accomplished through an interactive voice response phone-in service, advertising in newspapers which are published in languages other than English, attending community events and providing information at the events in languages other than English.

Services for potential employees include intensive outreach recruitment to the Aboriginal and Visible Minorities communities through attendance at career fairs, workshops, seminars, conferences, community events, and through the provision of scholarships, work practicums, co-op programs and Aboriginal internship programs.

Training And Education

BC Hydro provides various forms of training to its employees using internal and external training resources. As well, external organizations utilize BC Hydro's internal training resources as they are recognized as leading edge programs in many areas.

- Cross Cultural Training was provided by the Aboriginal Relations Department to 400 employees and over 300 individuals in external organizations, increasing the awareness of Aboriginal issues and business drivers for working cooperatively with First Nations communities. The 1999 Multiculturalism Award was given to BC Hydro to recognize this unique program and the value that it brings to not only BC Hydro, but the community at large.
- Hydro's Health Services Department provides Respectful Workplace Training sessions to new employees on a quarterly basis.
- An Aboriginal Outreach Recruitment Workshop was organized by BC Hydro's Employment Equity Department and was attended by 21 organizations from around B.C. as well as two Maori representatives from New Zealand. The workshop was hosted by Michael Sadler, the B.C. Coordinator for the federal government's Aboriginal Workforce Participation Initiative.
- BC Hydro led a six-week training seminar in Dam Risk Management for the Central Water Commission of the Government of India, demonstrating Hydro's cross-cultural competency in the global community.
- An Aboriginal Internship Program was established, providing qualified candidates with training and work experience in managerial positions.

In addition, BC Hydro provided funding for the following scholarships and programs:

- Over 100 scholarships for students, some specifically designated for Aboriginal students, in high school and post-secondary institutions.
- First Nations Computer Systems Technology program at BCIT.
- First Nations School Association for the Seventh Generation Club, which encourages First Nations youth to make healthy choices, participate in sports and the community, and stay in school.
- Secwepemc Cultural Education Society for Traditional Use Study summer school.
- Upper Fraser Valley Development Preschool Rotary House for their English as a Second Language Resource Program.
- Collingwood Neighborhood House for their Community Aboriginal Youth Program.
- On-Reserve Aboriginal Head Start Program at the Muskoti Learning Centre.
- Tansi Friendship Centre Society for their Stop Racism Youth Challenge and Tour.
- Skeetchestn Band for their Qwiq'Wiyelst School Language and Culture Program.
- Year 2000 and Beyond Technology Project at Chemainus Native College.
- Youth for the Future program at First Nations Education Services, School District 69.

BC Hydro

Community Outreach

BC Hydro is one of the largest supporters of community initiatives and programs across our province. Hydro's Outreach Program supports initiatives in the areas of multiculturalism, anti-racism, arts, First Nations, education, and environment across the province. As well, our Aboriginal Relations Department uses a principle-based approach to establish mutually beneficial relationships with First Nations groups around the province.

Our Donations Program supports not-for-profit groups that provide direct services, programs and opportunities and contribute to the vitality and well being of B.C. communities. BC Hydro's Community Investment and Partnership Programs throughout B.C. are coordinated by the Outreach Programs department. Our outreach activities include corporate and regional donations committees, a province-wide scholarship program, Power Pioneers (retired employees) and BC Hydro Employees Community Services Fund (HYDRECS).

BC Hydro's Human Resources Services Unit attends many career fairs in the interest of attracting diverse candidates to BC Hydro's pool of applicants for employment. As well, many of our employees volunteer their time at various community events, schools, and fund raisers. The following is a list of the community outreach activities that have taken place in the last fiscal year:

- Attended 13 career fairs and conducted 26 workshops at agencies such as Progressive Intercultural Community Services Society (PICS), United Chinese Community Enrichment Services Society (SUCCESS), Adult Learning Development Association (ALDA), and various First Nations employment agencies and schools throughout B.C.
- Funded 108 Youth Employment positions to work on 37 community projects including Aboriginal and visible minority communities.
- Sponsored events of many multicultural organizations, such as the National Nikkei Heritage Centre, the French Canadian Cultural Event's "Festival Du Bois", the Vancouver Multicultural Society of B.C.'s bus shelter posters, Shuswap Nation Fisheries Commission for the Fraser Watershed Fisheries Conference.
- Executive Chair, Brian Smith, co-chaired the Annual Business at the Summit gathering in June of 1999 (First Nations/non-Aboriginal business building partnerships and relationships).
- Launched an Aboriginal Business Partnership Program to help new Aboriginal and Band-owned businesses get started and existing Aboriginal and Band-owned businesses expand and become more profitable.
- The Aboriginal Relations Department participated in a live, nationally televised forum on Aboriginal issues that was aired on CBC in October, 1999.
- Hosted the International Business Development Meeting, which focused on providing feedback to the federal government on its Aboriginal International Business Development Plan.
- Sponsored "Out of the Mist", an exhibit of Aboriginal artifacts and images in Victoria at the Royal British Columbia Museum.
- Sponsored Carousel Theatre's production of "Dreamer's Rock", a play about an Aboriginal teenager who is torn between the traditions of his people and the lure of modern life.
- Sponsored the Vancouver Community Festival Society's three day "CityFest '99" multicultural celebration from May 21st to 23rd, 1999.
- Celebrated Multicultural Week at the annual Hydro Employees Multicultural Society Fair.
- National Aboriginal Day was celebrated at our downtown and Edmonds offices, as well as the Power Smart Center in Abbotsford. All of the events were open to and attended by the public.
- Provided Power Smart demonstrations in Cantonese at the Home Show.
- Hosted information gathering visits from staff of the Romanian Autonomous Electric Authority and the Hydro-Electric Corporation of Tasmania, as well as delegates from China representing various levels of the Chinese government.
- Sponsored the National Association of Asian American Professionals (NAAAP) Diversity Conference 2000 as a Gold Level Sponsor. The Employment Equity Department participated on the Industry and Job Forum panel at the conference.
- The Aboriginal Relations Department conducted a province-wide First Nations Opinion Leaders survey to assess how the company has performed relative to its "Statement of Principles for Relations with Aboriginal People" and to establish benchmark data for future comparisons.
- Co-sponsored the launch of Multiculturalism Week celebration at the Crown Plaza Hotel Ballroom on February 14, 2000.
- Sponsored the National Aboriginal Achievement Awards 2000 Gala in Vancouver.

BC Hydro

- Sponsored and provided displays, volunteers and speakers for the "Blueprint for the Future" career fair for Aboriginal youth held in Vancouver in February 2000.
- Sponsored the BC Black History Awareness Society for Black History Month.
- Sponsored the Sto:Lo Nation's "Delgamuukw Opportunities and Challenges" conference.
- Sponsored the Rangeela Dance School's "Rang '99" celebration.

THREE-YEAR STRATEGIC PLAN

Multiculturalism BC has requested that each Crown Corporation and Ministry submit a three year Strategic Multiculturalism Plan. This Plan is intended to assist in the development of a culturally competent organization that has the ability to respond to a multicultural environment with respect to both our employees and customers.

In order to develop the three year Strategic Plan, the Employment Equity Department reviewed current initiatives and future plans pertaining to multiculturalism and diversity within Hydro's Strategic Business Units using the Assessment Tool provided by Multiculturalism BC. The Assessment tool looked at indicators such as corporate commitment, communications, dedicated resources, removal of employment barriers for designated groups and policies, programs and services.

Meetings were also held with employees and managers around the organization to determine their future vision for better serving a multicultural environment.

Through this process, we have identified two key objectives that are critical to achieving a culturally competent and responsive organization over the next three years. These objectives are:

Objective #1
Continue to increase the diversity of our workforce to reflect our customer base.

Objective #2
Further develop our capability to serve a diverse customer base in a culturally competent manner.

The initiatives outlined on the following pages will assist us in meeting the above objectives over the next three year time frame.

BC Hydro

Objective #1
Continue to increase the diversity of our workforce to reflect our customer base.

INITIATIVE	YEAR 1	YEAR 2	YEAR 3	EXPECTED OUTCOMES
Ensure the commitment to increasing the diversity of our workforce continues to be articulated in BC Hydro's Corporate Strategic Business Plan.	Implemented	Ongoing	Ongoing	A visible senior level commitment to increasing the diversity of the workforce.
Raise awareness of multiculturalism through internal publications such as *Wattsnew*, *Plugged In* and other internal networks to provide line staff and managers with the opportunity to be involved with and promote multiculturalism as a part of regular business.	Implemented	Ongoing	Ongoing	Employees have increased awareness of multiculturalism and diversity and its importance as a business driver.
Assess development of Accommodation Training for Managers, including accommodations with respect to religious and cultural needs as well as disabilities.	Research policy, issues and training options in consultation with Respectful Workplace Program and Labour Relations.	Implement any mutually agreed upon initiatives.	Evaluate/ Review.	Reasonable accommodation for disabled employees in the workplace, and accommodation around religious and cultural needs.
Assess the viability of Power Smart Centres to play a role in providing Hydro employment information and outreach recruitment services to potential candidates.	Meet with appropriate managers.	Implement any mutually agreed upon initiatives.		Increased exposure of recruitment material in the communities served by BC Hydro.
Maintain BC Hydro's commitment to employing dedicated resources who are responsible for providing the direction and support to the organization for fulfilling diversity and multiculturalism policy expectations and coordination of initiatives.	Implemented	Ongoing	Ongoing	Diversity and multiculturalism initiatives continue to be a strategic focus for building a strong and capable organization and for continuing to develop positive customer relations.
Continue to maintain BC Hydro's Aboriginal Business Directory website to allow access to aboriginal-owned businesses by both employees and the general public.	Implemented	Ongoing	Ongoing	Information about Aboriginal-owned businesses is more accessible to the public.
Assess the viability of using diversity competencies in the selection processes.	Meet with SBU Human Resources Leads.	Implement any mutually agreed upon initiatives.	Evaluate/ Review.	Diversity as a business driver is embedded into the selection process.
Continue to implement Employment Systems Review, Phase 2 recommendations.	Consult with SBU Human Resources as well as unions and Labour. Relations.	Implement any mutually agreed upon recommen-dations.	Evaluate/ Review.	All barriers to women, visible minorities, Aboriginal peoples and persons with disabilities are removed from employment systems.

BC Hydro

Objective #2
Further develop our capability to serve a diverse customer base in a culturally competent manner.

INITIATIVE	YEAR 1	YEAR 2	YEAR 3	EXPECTED OUTCOMES
Discuss opportunities to develop inclusion of multiculturalism initiatives in the SBU business plans.	Discuss with SBU leads.	Implement mutually agreed upon initiatives.	Evaluate/ Review.	Culturally inclusive focus on marketing to BC Hydro's multicultural customer base.
Include Aboriginal employees as part of the Youth Team to lead Hydro's participation in Aboriginal community events and ensure employees with language skills, in addition to English, are part of Youth Teams participating in non-English speaking community events.	Discuss with project sponsor and manager to develop criteria for success.	Implement mutually agreed upon initiatives.	Evaluate/ Review.	Increase awareness of BC Hydro and our services among Aboriginal communities and non-English speaking customers.
Provide translations in high-demand languages through the Interactive Voice Response System as well as the AT&T Language Line.	Implemented	Ongoing	Ongoing	Increased access to BC Hydro information amongst customers who were formerly unable to easily communicate with the company.
Maintain ongoing contacts with ethno-cultural media.	Implemented	Ongoing	Ongoing	Increased knowledge of BC Hydro programs and services in our diverse customer base.
Assess the viability of advertising BC Hydro's multi-lingual Interactive Voice Response system on the BC Hydro website.	Discuss with Internet Manager and Customer Services.	Implement mutually agreed upon initiatives.	Evaluate/ Review.	Awareness of BC Hydro's services to non-English speaking customers.
Continue to maintain BC Hydro's Aboriginal Business Directory website to allow access to aboriginal-owned businesses by both employees and the general public.	Implemented	Ongoing	Ongoing	Information about Aboriginal-owned businesses are more accessible to the public.
Maintain BC Hydro's commitment to employing dedicated resources who are responsible for providing the direction and support to the organization for fulfilling diversity and multiculturalism policy expectations and coordination of initiatives.	Implemented	Ongoing	Ongoing	Diversity and multiculturalism initiatives continue to be a strategic focus for building a strong and capable organization and for continuing to develop positive customer relations.
Continue to allocate financial resources for donations to community projects, scholarships, events and initiatives in support of multiculturalism initiatives.	Implemented	Ongoing	Ongoing	Multicultural and diversity initiatives in the communities continue to receive funding and recognition from BC Hydro.
Continue to provide Respectful Workplace Training for all new employees.	Implemented	Ongoing	Ongoing	A respectful environment for customers where service is provided in a culturally competent manner.
Re-release "Introduction to BC Hydro" document, which offers information about BC Hydro's services in high demand languages to various immigrant services societies such as the United Chinese Community Enrichment Services Society (SUCCESS).	Research existing document and make changes as necessary in consultation with Customer Services.	Implement mutually agreed upon document and distribute.	Evaluate/ Review.	Improved accessibility to information about BC Hydro for new immigrants.

BC Hydro

ANNUAL BUSINESS PLAN

INITIATIVES	AREA OF RESPONSIBILITY
Corporate Commitment Maintain BC Hydro's commitment to employing dedicated resources who are responsible for providing the direction and support to the organization for fulfilling diversity and multiculturalism policy expectations and coordination of initiatives.	Corporate Human Resources.
Discuss opportunities to develop inclusion of multiculturalism initiatives in Strategic Business Unit annual management plans.	Employment Equity Department to discuss with Strategic Business Unit leads.
Corporate and Strategic Business Units continue to support the Hydro Employees' Multicultural Society to ensure commitment to employees to continue awareness building of multiculturalism and anti-racism in the organization and the larger community.	Employment Equity Department and Strategic Business Unit leads.
Continue to implement Employment Systems Review, Phase 2 recommendations.	Employment Equity Department in consultation with Strategic Business Units, Unions and Labour Relations.
Ensure the commitment to increasing the diversity of our workforce continues to be articulated in BC Hydro's Corporate Strategic Business Plan.	Strategic Issues and Planning Group.
Communications Raise awareness of multiculturalism through internal publications such as *Wattsnew*, *Plugged In* and other internal networks to provide line staff and managers with the opportunity to be involved with and promote multiculturalism as a part of regular business.	Corporate Communications and Strategic Business Units.
Assess the viability of developing Accommodation Training for Managers, including accommodations with respect to religious and cultural needs as well as disabilities.	Employment Equity Department in consultation with the Respectful Workplace Program lead and Labour Relations.
Continue to provide Cross Cultural Training to all new employees.	Aboriginal Relations Department.
Continue to provide Respectful Workplace Training for all new employees.	Health Services Department.
Customer Service Include Aboriginal employees as part of the Youth Team to lead Hydro's participation in Aboriginal community events and ensure employees with language skills, in addition to English, are part of Youth Teams participating in non-English speaking community events.	Youth Team project sponsor and manager.
Provide translations in high-demand languages through the Interactive Voice Response System as well as the AT&T Language Line.	Customer Services.
Maintain ongoing contacts with ethno-cultural media.	Corporate Communications.
Assess the viability of advertising BC Hydro's multi-lingual Interactive Voice Response system on the BC Hydro website.	Customer Services.
Re-release "Introduction to BC Hydro" document, which offers information about BC Hydro's services in high demand languages to various immigrant services societies such as SUCCESS.	Employment Equity Department and Customer Services.
Community Outreach Continue to allocate financial resources for donations to community projects, scholarships, events and initiatives in support of multiculturalism initiatives.	Corporate Donations.
Employment Outreach Assess the viability of Power Smart Centres to play a role in providing Hydro employment information and outreach recruitment services to potential candidates.	Employment Equity Department in consultation with Human Resources Services Unit and the Power Smart Centres.
Assess the viability of using diversity competencies in the selection processes.	Strategic Business Units.
Develop a Strategic Outreach Recruitment Plan.	Employment Equity Department/Human Resources Services Unit/Aboriginal Relations Department.
Attend career fairs and provide employment workshops.	Human Resources Services Unit.

BC Lottery

EXECUTIVE SUMMARY

The British Columbia Lottery Corporation continues to promote and support the awareness and understanding of the benefits of attracting and retaining key human resources. This enables the Corporation to deliver services in a manner that recognizes and respects our diverse population and cultural differences. It is our mandate to ensure that we are seen, understood and perceived as a welcome work environment for people of all backgrounds.

We continue to work with three product lines and the integration of employees in Casinos and Electronic Bingo who are in varied locations throughout the Province, into the positive and strong culture of Lotteries. We maintain the principles of cultural awareness in our corporate-wide training sessions for all staff, new and existing. We distribute publications in several languages for our retail network and public, as well as have increased involvement in the communities of British Columbia.

The British Columbia Lottery Corporation currently has 590.66 FTE's in twenty-nine locations.

HIGHLIGHTS AND ACCOMPLISHMENTS

It has been a very busy year for the Corporation and below are some of the highlights and accomplishments:

- Conducted an employee communication survey, which indicated there was a high level of understanding and acceptance of the programs the Corporation has put in place around the issues of diversity and multiculturalism. We had an 82% response rate to the survey. Of those, 89% believe that the Corporation does not discriminate against employees because of their race, gender, age, ethnic origin or physical ability. Employees were also asked if they believed the Corporation values diversity in the workplace and 90% said they agreed or strongly agreed that to be the case.
- Participated in several job fairs including: SUCCESS, PICS, BC Paraplegic Association
- Sponsored and participated in Chinese New Year celebrations at BC Place
- Internal celebration for Chinese New Year included providing horoscopes on our intranet site
- Provided meals from various cultural backgrounds during multicultural week
- Staff participated in multicultural luncheon on February 15 by bringing in food from their cultural backgrounds
- Sponsor of Masters Athletics
- Sponsor of BC Special Olympics
- Provided training session for new employees on cultural diversity and sensitivity awareness
- Continued to advertise employment opportunities in a variety of cultural publications
- Continued to provide training to retailers in several languages
- Publications translated into a variety of languages
  - Lotto Line monthly newsletter to retailers is a complete Korean translation mailed to requesting retailers monthly. Cover stories for this publication are translated into Chinese and published on the back page of the English version. Lottery knowledge quiz (a regular feature) is also translated into Chinese. They are mailed out monthly to requesting retailers.
  - Lottery Organizer is our retailer reference binder where we provide updated sheets in Chinese to requesting retailers every time a new game is introduced or changes are made to existing games.
  - Chinese Lottery Guide provides a complete Chinese translation of Lottery Guide's 30-page brochure for lottery players' reference. Available upon request to all retailers in BC.
  - Chinese Luck Magazine is a monthly 8-page winning numbers/winners information publication produce for lottery players. Available to retailers (who in turn provide to customers) upon request.
  - Training text for our Lottery Training Handbook (key component of BCLC's retailer training program) is translated in both Korean and Chinese.

THREE-YEAR STRATEGIC PLAN

The Corporation will be working with several communities, including first nations, to design and operate destination Casinos in various areas of the Province. At Casino of the Rockies the proposed facility will be located on the St. Mary's Reserve near Cranbrook. The Casino will be integral to a larger resort which will include; 124 room hotel, lodges, restaurants, lounges, conference centre, 18 hole golf course, recreation and aquatic centre, Kumaxa interpretive centre, 24 unit Kumaxa Teepee Camp and a Native Women's Arts and Craft centre. Our objective will be to assist in the implementation of this destination casino. We will work with the five First Nations to develop training programs specifically in the area of casino gaming in order to ensure adequate training is provided in order to have fully trained staff in the casino who are members of the First Nations.

We will continue discussions on an aboriginal relations program in the Kamloops region, thereby strengthening and supporting the objectives of the community.

BC Lottery

A continual review of the support the Corporation offers to various groups with respect to training and communication is ongoing and we will continue to support the needs and efforts of all our employees regarding their knowledge and awareness of multiculturalism within the Corporation and the Province of BC.

ANNUAL BUSINESS PLAN

The Corporation's business plan continues to speak to the achievement of a workforce that, at all levels, reflects the diversity of the BC workforce and supports a cultural balance. Additionally, we seek to ensure that every employee is valued, professionally fulfilled, and feels they play an integral role in the success of the Corporation.

BC Pavilion

EXECUTIVE SUMMARY

Over the past 13 years, the Corporation has operated very successfully, attracted significant business and generated immense economic spinoffs for the Province of British Columbia. One of the reasons for this success has been the diversity of its facilities. Potential bookings that do not fit one facility can be referred to another by the sales team. Management will continue to benefit from these diverse facilities in fiscal 2001, achieve higher profitability and generate increased benefits to the Province.

The Corporation experienced a number of major business changes and challenges in fiscal 2000. The B.C. Pavilion Corporation updated its name and logo to PavCo to reinforce its unique and contemporary position within the community. The official notification from BC Buildings Corporation (BCBC) that the operating agreement for Robson Square Conference Centre would not be extended beyond December 31, 2000 was communicated to staff, industry partners and customers in March 2000. This decision by BCBC, who determined that a conference centre was not the best use of space, required Management to implement an operating closure date of November 30, 2000. The Vancouver Trade and Convention Centre changed its name to the Vancouver Convention and Exhibition Centre (VCEC) and created a new image and vision in preparation for expanding its space. While the expansion of the VCEC is currently under consideration, optimism continues that expansion will occur.

PavCo continued to reinforce its commitment to its core values of respect, fairness and integrity in a work environment free from harassment or discrimination. The organization's policies, activities, planning, outreach initiatives, training and education programs model a dedication to a fair and equitable workforce representative of the population it serves.

For the third consecutive year, the Corporation's employees were invited to participate in reviewing their level of satisfaction with the application of the corporate core values including the values of respect, fairness and open communication. The feedback was positive and all employees were given an opportunity to discuss their concerns confidentially or in team discussion groups.

Activities and initiatives such as the Multiculturalism Week potluck luncheon and a youth career fair raised awareness, understanding and involvement. The Multiculturalism at Work award-winning video jointly created by the PNE and PavCo continued to be a sensitive and popular training tool that is available at no charge to any government or private organization requesting copies.

The number of salaried and unionized FTEs in the Corporation as of March 31, 2000 equal 177.

HIGHLIGHTS AND ACCOMPLISHMENTS

PavCo's management is committed to creating a workforce representative of the population it serves in a safe work environment free from any form of harassment or discrimination. The Corporation expects every employee to display respect and fairness in all their workplace activities and management staff are formally assessed on the commitment of their teams to these corporate values.

Communications

The Corporation celebrated Multiculturalism Week February 13-19/00 with an interactive display that encouraged employees and visitors to locate their family origins on the wall-size global map. This activity raised awareness of the variety of cultures living in the same community. A multiculturalism luncheon was arranged and employees were invited to bring food dishes representing their cultural heritage as well as wear their national dress. Employees enjoyed the smorgasbord of national foods and display of traditional dress and mementos which provoked an appreciation of and respect for other traditions.

The Multiculturalism at Work video jointly produced by PavCo and the P.N.E. in 1997 continues to transcend time and cultures. Its focus on treating internal and external customers with respect and dignity is one of the key messages presented to all new staff at their orientations. Government and private sector organizations continue to request copies which are distributed at no charge.

PavCo invited all staff to participate in its third annual survey of organizational values in the Fall of 1999. The anonymous and confidential survey attracted 87 responses from a potential 141 replies or 62% feedback. The assessment of the Corporation's commitment to respect, fairness and integrity rated approximately 64% which is more than the 1997 average and slightly lower than the 1998 average. Survey ratings and comments were made available on the company's intranet system and senior management met with each business unit individually to review and discuss the results of the values survey. Feedback confirmed that the organization is maintaining a high level of commitment to its values. Management is aware that ongoing vigilance is necessary to ensure these core values remain within the fabric of the organization's culture.

BC Pavilion

Copies of the employee-produced brochure explaining PavCo's commitment to treating its employees and customers with dignity and respect and to creating a workforce representative of the population it serves are available at the Corporation's human resources' offices and at each site location. During their orientation into the company, new staff receive their own copies of the Diversity brochure along with an in-depth explanation of the organization's workplace diversity policies and practices.

All new staff hired by PavCo are provided with an company orientation which includes a review of the Corporation's commitment to providing a work environment free from harassment from any source. It is impressed on new employees that the Corporation has a zero tolerance policy and any harassment incidents will be investigated swiftly and thoroughly based on B.C. Human Rights and corporate policies.

All advertisements for vacant positions within the Corporation include an employment equity commitment statement and encourage applications from visible minority groups. Candidate qualifications are explained in generic language in order to ensure fairness and equitability when assessing applicants' credentials.

Front-line staff at the Vancouver Convention and Exhibition Centre who are bilingual are provided with name badges that reflect other languages spoken. This service contributes to the friendly and hospitable environment at the Centre and provides an opportunity for visitors, guests or clients to identify interpretative services.

The Corporation offers professional counselling and referral services to its employees and their immediate families through an external contracted provider on a confidential basis. Information brochures outlining the services available are offered in five languages including English, French, Tagalog, Mandarin, Punjabi. Qualified Counsellors are also available to assist in a variety of languages including English, Japanese, Mandarin, Cantonese, Punjabi and Spanish.

Policy Planning and Evaluation

Senior management at each of PavCo's properties conduct strategic planning reviews annually with their facility teams. Business opportunities and objectives are identified and strategies for including ethnicity and diversity issues are incorporated wherever possible. The business case for diversity is recognized by PavCo. Effective initiatives for underscoring this commitment are key to ensuring quality service for our external clients and a welcoming workplace for our internal clients.

Training and Education

All new full-time staff at the Corporation's six different properties are provided with one-on-one orientation sessions. Part-time staff hired by PavCo and contracted services staff employed by the Corporation's suppliers are required to attend an in-depth group orientation session. New employees are acquainted with PavCo's corporate values and receive a thorough and comprehensive training module reviewing workplace diversity and harassment policies and practices. Approximately 20 full-time staff and 400 part-time/contracted services staff received orientation training during the 1999/00 fiscal year.

Community Outreach

Human Resources representatives from PavCo were pleased to participate in a youth career fair this year for students from throughout the Province of B.C. The fair provided an opportunity to promote traditional and unique career opportunities in an culturally-diverse organization.

The Corporation works with the Vancouver School Board and hosts diverse students from their Career Preparation Programs when possible. Inviting Grade 11 and 12 students into the workplace for a work experience is educational from both the business and student perspective and provides an opportunity to share cultural customs and traditions between age groups and ethnic backgrounds.

PavCo provides career advancement opportunities for internal employees initially. However, if the internal skill set is insufficient to satisfy the need, external candidates are considered. The Corporation is gradually developing links with cultural associations in order to promote these career opportunities. Approximately 216 or 28% of the 765 applicants were from a diverse background. PavCo's contracted suppliers are required to adapt the same workplace diversity practices and, even though statistics are not available, their front-line hires reflect that commitment to a culturally diverse workforce.

BC Pavilion

THREE-YEAR STRATEGIC PLAN

PavCo will continue to demonstrate its commitment to its workplace diversity policy. It will reinforce cross-cultural understanding and integrate multicultural sensitivity into the requirements of each employee's work. All training and educational modules including harassment will inculcate multiculturalism values and ensure awareness, understanding and tolerance. Outreach programs will continue to be developed with cultural agencies and associations to enhance working relationships with the diverse community and stimulate the interest of qualified applicants.

ANNUAL BUSINESS PLAN

The Human Resources department will work towards improving the recruitment, retention and advancement of all multiculturally diverse groups throughout the organization. External searches will be broadened to encourage applications from other special interest groups including visible minorities. Statistical reviews will be conducted on an on-going basis throughout the year to review the progress against last fiscal year. A more formal assessment of progress will be completed in March 2001.

The Chinese New Year Festival held in February 2000 at B.C. Place Stadium added a new diversity to the Corporation's customer base. The event attracted over 100,000 attendees and is one of the largest cultural events in Vancouver. The sales team at B.C. Place will work closely with this client to ensure a repeat of their event again in early 2001. Customer service training will continue to be a high priority at this facility over the next year in order to maintain the high level of service and satisfaction experienced by our diverse client base and their guests.

BC Rail

EXECUTIVE SUMMARY

The BC Rail Group's commitment to diversity and multiculturalism is imbedded in BC Rail's Vision, Values and Strategic Plan. Accordingly, the addition of new initiatives and the extension of existing initiatives in the reporting year, this report mirrors those of previous years.

BC Rail fosters a diverse workplace. Consistent with our commercial mandate, we pursue business objectives, which recognize the multicultural diversity of the marketplace and meet the specific needs of our business environment. Approximately 40% of BCR's traffic is ultimately destined for export off-shore, mostly to the Pacific Rim. Understanding, anticipating and responding to those markets is a pressing business imperative.

The Strategic Plan values describe how we conduct business. The vision of the company is further reinforced by corporate goals to create an open, communicative corporate environment and to enhance BCR's reputation as a responsible corporate citizen.

The expectations for reporting under the Multiculturalism Act represent a small slice of BCR Group's business practices. While we appreciate the technical differences between multiculturalism, employment equity, and diversity initiatives, BCR Group's business practices are integrated, making it difficult to isolate the application of one approach from another. For example, a key element in BCR's Strategic Plan is our efforts to build partnerships with First Nations in those areas of the Province in which we operate. To comply with the spirit of the legislation, this Report contains references to a broad range of initiatives. During 1999/2000 BCR Group saw the continued development of business activities in support of the strategic plan and a broad range of specific initiatives in support of multiculturalism.

Number of Employees as of April 2000 was 2,205 (BC Rail 1,961 and BCR Marine 244).

CORPORATE COMMITMENT AND IMPLEMENTATION

The BC Rail Group of Companies:

- Recognize the multicultural nature of British Columbia and value cultural diversity in the communities we serve.
- Will not tolerate discrimination based on national or ethnic origin, language, ancestry, culture or religion among its staff or in customer relations.
- Ensure fairness and equity in operations and systems for all people, including employment and customer services.
- Take into account the anticipated impact on the diverse community when designing new programs, services, policies and methods of service delivery.
- Cultivate, enhance, understand and accept cultural diversity among its staff and the people we serve.
- Will remove inequities and biases from its existing programs, policies, services and methods of service delivery through ongoing review and evaluation.
- Enforce conflict resolution and disciplinary procedures that effectively deal with internal incidents of racism and discrimination.
- Will identify the causes of overt and covert incidents of racism and discrimination and strive to eliminate them.

Responsibility is shared. The Manager of Human Resources and Strategic Development reporting to the Group Vice-President Human Resources and Strategic Development is the internal staff resource acting as a consultant on these issues. Authority for action plans and departmental initiatives rests with line managers.

Aboriginal Relations Committee is chaired by the Manager Aboriginal Relations reporting to the Vice President Strategic Business Initiatives. Senior managers from each of the BCR Group companies are members of this committee.

BCR Group's Vision is Appendix 1 of this report. Values are described in Appendix 2. The vision and values form the foundation of the work environment at the Group of Companies.

Specific goals and objectives from the strategic plan are Appendix 3. Corporate goals are further defined in the Group of Companies as Action Plans, described in part in Section III.

BC Rail

HIGHLIGHTS AND ACCOMPLISHMENTS

Communications

The communication strategy for multiculturalism and other diversity initiatives is integrated into corporate materials, tools and processes.

At a more targeted level, BC Rail actively promotes "Multiculturalism Week" and we raise awareness via the use of in-house vehicles such as "Connections", BC Rail's internal newsletter sent three times per year to all employees and displaying posters in all major areas.

As a result of regular internal reviews of corporate policies, harassment policies were revised and meet current legislation. Additional copies of Harassment policy and brochures and Promoting a Respectful Workplace are made available to employees through the company Intranet site or by contacting the Human Resources Department.

Training and Education

Four cross-cultural workshops were held to identify and discuss First Nations issues and BC Treaty processes. 52 employees were trained in 1999. Sessions featured distinguished speakers and senior provincial and federal negotiators.

Policy Planning and Evaluation

Recruitment and Staffing

- As part of the BCR Group's Aboriginal Affairs Protocol initiative to promote aboriginal employment, the company actively communicates details of recruitment opportunities and notices of vacancies within the group to all 25 First Nations whose territories border BC Rail.
- Aboriginal Relations have participated in educational career fairs for many First Nations.
- Aboriginal Relations Internship Program continues to promote university students to acquire middle management experience. Four First Nation students have successfully completed internships with BC Rail and have been successful in finding work in other organizations.
- Multilingual customer service representatives continue to be the focus of recruiting at BC Rail Passenger Services in those job functions.
- Utilize resources to provide services in English, French, Mandarin, Cantonese, Japanese, Korean, Punjabi, Spanish, Portuguese, and German.
- Strengthen recruiting processes to capture the perspectives of internal customers.
- Continue publicizing employment opportunities in all publications and on the Internet with a notation that "BCR Supports Workforce Diversity and encourages applications from all qualified individuals".
- In 1999 and 2000 todate, no human rights complaint regarding multiculturalism, diversity or employment equity proceeded to a hearing with provincial or federal agencies. In all instances:
  - Company position upheld and complaint dismissed by respective agency;
  - issue resolved through use of internal investigators; or
  - issue resolved with the assistance of Ombudsperson.

Benchmarking and data collection

- BCR continues to collect Workforce Diversity Census data on short-list candidates for employment.

Scholarships

- BC Rail increased scholarship awards to 7 ($1,000 and $500) for aboriginal candidates from the First Nation communities along the BC Rail right of way.

Protocol Agreements

- Continued dialogue to seek signed protocol agreements is ongoing. 14 presentations have been delivered to-date with 4 signed and 4 in progress.
- Signatories agree to a relationship of mutual understanding and respect, recognizing not only the distinctive history and traditions of the First Nations but also the necessity for the railway to carry on its legitimate business.

Business Activities

BC Rail

Passenger Services

- Continue to build joint partnerships with travel agents to market services directly to core clients especially Pacific Rim, Europe, Central and South America.
- Continue to investigate integration of First Nations cultural information into tour packaging.

BCR Ventures

- To support core business and to pursue diversification initiatives, BCR Group announced joint venture investment in non-traditional BCR businesses such as coal mining.

Business Ventures with First Nations

- Business Venture Planning Manual was published, to help First Nations improve the feasibility of joint venture business proposals and to date, seven First Nations have formally expressed interest in pursuing joint ventures with the BCR Group of Companies.

BC Rail

- Partnership proposals, sub-contracting, supplier contracting and potential tourism opportunities explored. Twelve conceptual ideas on business proposals were presented and are being reviewed.
- BC Rail awarded a cheque to the Seton Lake band towards the cost of new school facilities in Shalalth. BCR Group of Companies contributed toward a First Nations longhouse capital project in the Takla Lake community.

ANNUAL BUSINESS PLAN

BCR Group's action planning cycle is August – September for the following calendar year. The following is a selection of Year 2000 BC Rail Action Plans that have integrated multiculturalism.

2000 Action Plans

AP 113 *Aboriginal Affairs Protocol* – Ongoing
Objective: The BCR Group of Companies will adapt to changing circumstances respecting aboriginal communities in a manner that positions harmonious relations and develop business opportunities in both the short and longer term.

End Result: As a result of this action plan, expand market share for the BCR Group with these communities. Each key resource member will champion realization of viable, commercial business ventures with these communities by consultation, and communication, *training, contracting* opportunities, joint ventures, provisions of scholarships and donations.

AP 115 *First Nations Joint Ventures*
Objective: To establish guidelines which define criteria for appropriate business opportunities, to develop a mandate for pursuing business and joint venture initiatives with First Nations and to establish a strategy and proactive implementation plan in keeping with Aboriginal Affairs Protocol.
End Result: Conclude an "Agreement in Principle" for at least one First Nation joint venture by year-end.

AP 276 *Tourism Train Initiative*
Objective: Launch an operating luxury touring train program on BC Rail for the 2001 season.
End Result: Launch of promotional campaign and completion of detailed operating implementation plans.

BC Transit

EXECUTIVE SUMMARY

BC Transit provides a broad range of transit services in municipalities throughout the province, with the exception of the Greater Vancouver area. Effective April 1, 1999, responsibility for transit services in Greater Vancouver was assumed by Coast Mountain Bus Company, a subsidiary of Translink (Greater Vancouver Transportation Authority). BC Transit as a provincial Crown Corporation remains responsible for the operation of urban transit services in Victoria, serving a community of quite different composition than was the case under its previous inclusion of the Lower Mainland. BC Transit is also responsible for the provision of specialized services, such as planning, purchasing and leasing, through contracts with municipal governments and local private-sector operating companies which provide transit services in communities throughout the province.

During the past fiscal year, as the transition from a regional subsidiary to a corporate headquarters was made, BC Transit implemented most of the Victoria-based activities specified in the Action Plan section of the 1998/99 Multiculturalism Annual Report. Significant changes in key senior executive positions, new and increased corporate responsibilities, and more direct reporting structures in a number of areas have combined to make the past year one of considerable challenge.

As of March 31, 2000, BC Transit had 583.93 Full Time Equivalent employees, of whom 391.61 were transit operator FTE's.

HIGHLIGHTS AND ACCOMPLISHMENTS

Executive Commitment

The Executive Management Team of BC Transit has undergone significant change in key strategic positions in the past year, including a new President and CEO, a newly-created position of Vice-President of Human Resources, as well as increases in the responsibilities of all Vice-Presidents as BC Transit's Victoria office assumed a corporate headquarters role. The Executive Management Team, consisting of the President & Chief Executive Officer and six divisional Vice-Presidents, will be maintaining a commitment to diversity initiatives, including multiculturalism, as an integral part of regular day-to-day business. BC Transit's Board of Directors meets monthly, and is committed to Equal Opportunity initiatives including multiculturalism.

Business Planning and Operations

Municipal Systems

BC Transit acts as a contract administrator, in partnership with local municipal governments and operating companies, in the provision of transit services outside the Greater Victoria area. The past year's initiatives, supporting local operating companies in providing both employment opportunities and the provision of transit service that reflect the community served, include:

- The addition of the following criteria to the 1999/00 set of Requests for Proposals towards selection of operating companies to provide transit services in the Municipal Systems Program: "Describe the company's employment equity program to ensure all qualified applicants, regardless of race or gender have equal opportunity for employment."
- In partnership with the District of Campbell River and the local First Nation (Homalco Band), transit service was extended onto Homalco land in the spring of 2000, providing increased access to employment opportunities and community services to band members.
- A feasibility study was conducted in the Pemberton Valley, involving local government and the Mt. Currie Band, as part of an initiative to provide transit service to the local population both on and off reserve.

Communications

- "The Buzzer" (BC Transit's on-board monthly publication) regularly featured local cultural events and celebrations, including the annual Folkfest celebration.
- In the Nanaimo region, transit services information sessions were provided to ESL students at Malaspina College's orientation in September 1999.
- Monthly Events calendars, Differences Welcome wall calendar, and Multiculturalism Week posters provided by Multiculturalism BC were regularly distributed at work locations.

Policy Planning and Evaluation

- Review of existing Corporate policy statements by the Executive Management Team was commenced, to confirm or revise policies according to their applicability to BC Transit (Victoria) as the Crown Corporation. BC Transit will maintain policies and programs that pertain to diversity.

BC Transit

- An employee Code of Conduct was developed by a committee of employee representatives, towards a clear understanding of, and support for, a respectful and welcoming workplace. The now-completed Code will be communicated to all employees and training will be provided to volunteer conflict-resolution facilitators from among the BC Transit staff.

Training and Education

- All employees of BC Transit took part in Human Rights information sessions, which were incorporated into this year's annual transit operator workshop, as well as scheduled for maintenance and administration staff. In addition, employees in leadership positions in the organization took part in sessions specifically addressing their role in managing diversity in the workplace.
- Human Rights information continued to be presented to new employees as part of the corporate orientation program.
- Human resources staff presented an interview skills workshop to line supervisors which included an intercultural interviewing component.
- "The Right to Belong" video, obtained from Multiculturalism BC, has been incorporated into the diversity awareness component of new transit operator training.
- Human Resources staff participated in the Working Forum on Multiculturalism in September, 1999, and found it helpful as they assumed new responsibilities in this area.

Community Outreach

- Three of five co-op placements over the past year provided, or are providing, work experience opportunities to Asian, East European, and Latin American students.
- Day shadow placements included clientele of the Songhees First Nation Employment Training program.
- Human Resources staff continued to liaise with local agencies assisting equity target groups, and transit operator employment opportunities were specifically promoted to under-represented groups through targeted advertising instead of mainstream newspapers. Informational interviews regarding BC Transit employment opportunities continue to be a regular part of Human Resources staff activities, with a particular focus on outreach to agencies assisting clientele traditionally under-represented in public sector employment.
- BC Transit purchased and implemented a "People Sense" video test that measures a transit operator applicant's customer service and situational judgement skills. The video has replaced the "Working with the Public" video test utilized since the mid-1980's, and presents a greater diversity of both employees and customers than the previous video test. BC Transit is currently participating in follow-up validation and revision research with the test development agency.
- Employee Social Club activities this year included co-ordination of a dinner to celebrate Chinese New Year.

ANNUAL BUSINESS PLAN

The following diversity initiatives, including Multiculturalism, are highlighted from BC Transit's Performance Plan: Fiscal 2000-2003.

Strategic Goals and Performance Targets

- Service Innovations
  "The corporation is committed to increasing transit use through the provision of innovative services. This includes developing programs which offer improved accessibility for seniors and persons with disabilities, and for persons whose second language is English. BC Transit will examine and respond to opportunities to improve overall public transportation effectiveness as they arise."

- Positive Labour Relations
  "BC Transit aims to achieve a positive and equitable labour relations climate – one that recognizes the invaluable contribution and experience of transit employees. The corporation's goal is to recruit, develop and sustain a diverse workforce with strong performance and high commitment to public service."

Service Development: Corporate Strategies

- Workforce Development
  "BC Transit plans to enhance workforce diversity, performance and commitment by expanding recruitment to targeted equity groups, and implementing revised human rights and conflict resolution policies, as well as the required staff training."

BC Transit

THREE-YEAR STRATEGIC PLAN

GOAL	ACTION PLAN
Improve and clarify processes for dealing with human rights and workplace conflict issues.	*YEAR 1:* • Review and revise corporate Prevention of Workplace Harassment policy. • Implement newly developed Code of Conduct, with communication to all employees and establishment of volunteer conflict resolution team. • Train volunteer facilitators in conflict resolution skills. • Provide conflict resolution training to managers and supervisors. • Provide refresher training for Workplace Harassment Advisors, including the changes to PWPH policy resulting from the development of the Code of Conduct. *YEAR 1, 2 and 3:* • Continue to provide training to new employees, as part of the orientation program.
Raise staff awareness of diversity issues in both Victoria and in Municipal Systems.	*YEAR 1:* • CUTA conference, June 2000: This national conference, hosted this year in Victoria by BC Transit, will include a workshop for Municipal Systems operating companies on the topics of human rights, equal opportunity, prevention of harassment, and development of codes of conduct towards respectful workplaces. *YEAR 2 and 3:* • Incorporate tips for assisting diverse callers, including ESL callers, into Customer Information Agent initial and refresher training.
Recruitment: increase initiatives to attract applicant pool to mirror local population.	*YEAR 1, 2 and 3:* • Expand recruitment advertising and outreach to under-represented groups, including attendance at school and agency career fairs. • Expand opportunities for work experience, focusing on under-represented groups. *YEAR 2:* • Conduct employee survey to determine present workforce profile and identify areas of under-representation. *YEAR 1-2:* • Add a job opportunities section to BC Transit's website.
Expand transit services into areas not currently served, especially First Nations communities, in partnership with local municipal governments.	*YEAR 1:* • Implement transit service in Pemberton Valley for Fall 2000. • Meet with Mt. Currie Indian Band members to discuss transit issues. *YEAR 1-2:* • In partnership with City of Kamloops and Kamloops Indian Band, finalize and implement transit service into and within the KIB land and community.
Increase community outreach with culturally sensitive communication approaches.	*YEAR 1:* • As part of BC Transit's schools program extension of outreach to the LAU'WELNEW Tribal School located in Central Saanich, develop information about the transit service and safety on the bus in Saanich First Nations cultural story-telling format, in partnership with the school, for presentation to elementary students in June 2000. Review opportunity for further expansion in Years 2 and 3.
Increase communication about transit services to non-English-proficient customers.	*YEAR 2-3:* • Determine the demand for alternate-language and/or pictorial signage in the Victoria area. • Determine the demand for non-English language assistance in front-line services. Consider the provision of non-English assistance via voluntary self-identification (e.g. lapel pins) by transit operators who possess alternate-language proficiency to a workable level of fluency. *YEAR 2:* • Research and identify local foreign language media in the Victoria area, for inclusion in the distribution of transit services information.

BC Utilities Commission

EXECUTIVE SUMMARY

The programs and services of the B.C. Utilities Commission are delivered in a manner that is sensitive and responsive to British Columbia's diverse multicultural society.

The Commission has adopted and implemented an employment equity program in the workplace. An "Equality in the Workplace" document has also been distributed to all Commission staff. The document covers Conduct in the Workplace, the Employment Equity Program, and Harassment. Commissioners and staff participated in a "Managing Diversity" seminar at their annual strategic planning session. The Commission continues to support and promote the recruitment and advancement of policies and practices of the government.

The Commission distributes its information brochures to libraries across the province. On an ongoing basis, the Commission develops specialty brochures about specific projects and regulatory initiatives. These include brochures on participant funding and negotiated settlement processes. Information is also conveyed to customers by way of Public Hearing Notices that appear in local newspapers. Internet users are invited to visit the Commission's web site (updated weekly) at http://www.bcuc.com.

The Commission is comprised of 19 full-time employees as of March 31, 2000. The Commission supports the multiculturalism initiatives of the utilities it regulates. Information, brochures and manuals are disseminated to the public, which are targeted to include B.C.'s multicultural society.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Commission staff remain responsive to the diverse nature of the customers of regulated energy utilities in the province.
- The Commission provides timely responses to all customers of utilities, including those with multicultural backgrounds.
- Our information brochures are updated with timely contact information to assist the public in their actions and responsibility with regulated energy utilities.
- The Commissioners and staff attended a seminar/workshop on Employment Equity, Discrimination Prevention, and Multiculturalism Awareness in 2000.

THREE-YEAR STRATEGIC PLAN

The Commission has no plans or resources committed to additional multiculturalism activities.

ANNUAL BUSINESS PLAN

The Commission is considering translating its information brochures into languages other than English in 2000/01. The Commission may also publish hearing notices in non-English language newspapers.

ICBC

EXECUTIVE SUMMARY

ICBC is supported by the Executive, Office and Professional Employees' International Union (Local 378) and the Board of Directors in developing a culturally responsive organization. ICBC's mission is: Helping British Columbians take the risk out of road transportation. We work towards that goal by providing effective and reliable auto insurance to all BC motorists and developing and implementing a wide range of road safety and auto-crime programs.

With respect to diversity, our challenge is to be proactive and provide leadership for diversity by treating it as a part of daily business practices ICBC's vision is "*To make diversity part of our business*".

Diversity at ICBC extends beyond the prohibited grounds of discrimination in employment and services covered by the BC Human Rights Act. ICBC does not support discrimination on the basis of a person's age, ancestry, colour, criminal record that is unrelated to employment, family status, marital status, physical or mental disability, place of origin, political belief, race, religion, sex (including sexual harassment and pregnancy) and sexual orientation. In addition to these prohibited grounds, ICBC does not support discrimination on the basis of a person's gender identity, economic status, communication style, and learning style.

We believe that diversity will help us value differences and promote understanding among employees, customers and the communities in British Columbia. In order to provide a welcoming workplace and to deliver outstanding customer service, employees must be aware of and respect differences.

ICBC has created regions with an appointed vice president designed to improve customer service and to enhance accountability. Each region is responsible for all of our lines of business which include Claims, Licensing and Compliance. The regional accountability will help to value and respect the differences in our customers and their communities and to partner with the community with respect to service and products.

Regional accountability towards achieving cultural competence is supported by the appointment of a Diversity Focal Point for each region who takes the lead in developing the annual action plans on multiculturalism. The goal is to include diversity in each regional operating plan. These regional Diversity Focal Points will join the current Diversity Focal Point Committee who represent the various departments such as Finance, Insurance, and Information Services.

ICBC conducted a confidential workforce profile survey to determine the representation of employees who are members of a designated group.

ICBC's goal is to support employees in an environment so:
- they are treated fairly;
- they respect one another;
- they model behaviour which reduces harassment, discrimination and racism; and
- the diversity of British Columbia is reflected at all employment levels.

HIGHLIGHTS AND ACCOMPLISHMENTS

Executive Commitment

- Appointed vice president each region (Vancouver Island, Northern and Central BC, Southern Interior, Fraser Valley, Greater Vancouver East and Greater Vancouver West)
- Appointed vice presidents for Public Affairs and Corporate Marketing, Corporate Strategic Services, Customer Access and Operations Change Management and Support.

Corporate Business Planning and Operations

- Vice-President appointed for Corporate Strategic Services.

Communication

- Presented diversity as a business case at regional managers' meeting
- Provided employment information to community agencies
- Included diversity in newsletter CONTACT, electronic FYI and Newswatch
- Provided multicultural events to employees on monthly basis via E-mail
- Acknowledged special events e.g. International Day for Eliminating Racism
- Participated in community business events such as Advisory Boards & employment equity discussions
- Encouraged employees to take part in community events such as Chinese New Year, Aboriginal pow wows, Bavarian Days, job fairs, Youth Week and Gay Pride
- Translated information into high demand languages.

ICBC

Policy, Planning and Evaluation

- Surveyed vice-presidents to revise strategic direction for diversity
- Increased accountability for diversity by establishing regions with a vice-president
- Diversity Focal Point appointed for each region.

Training and Education

- Developed new course Customer Service to a Diverse Community to address multicultural customer service, awareness of disability issues, sexual orientation and gender identity.

Community Outreach

- Continued to build relationship with communities such as SUCCESS, First Nations Employment Centre, Squamish Nation Employment Center, Progressive Inter-Cultural Services, etc.
- Provided employment information to community organizations.
- Participated in job fairs.
- Provided employment opportunities such as information interviews, job shadowing, work practicums.
- Sent youth employment posting to community agencies.
- Participated in community agency employment advisory committees.
- Provided information at events such as conferences, employment equity events.
- Faxed external job postings to equity organizations.

THREE-YEAR STRATEGIC PLAN

ICBC's strategic plan for 2000 to 2003 will focus on hiring qualified individuals from the designated groups and to integrate diversity so it is part of our business.

The objectives for our three-year strategic plan are:

1. To increase the diversity of our workforce so it reflects the communities we serve.
2. To promote diversity as part of inclusive customer service.
3. To integrate diversity into all lines of business.

To increase the diversity of our workforce it reflects the communities we serve

- Explore training partnerships with employment agencies to train persons with disabilities, Aboriginal persons and visible minority persons for employment at ICBC.
- Provide data to regions and departments to assist in employment equity planning.
- Continue to build relationships with diverse communities.
- Provide employment information at career fairs, and community sponsored events focused on employment.
- Support outreach events sponsored by the Equal Opportunity Secretariat.
- Provide information interviews, job shadowing and work practicum opportunities to diverse individuals.
- Provide workplace diversity information to First Nations, Chinese and South Asian Advisory Board.
- Participate in employment equity discussions sponsored by community agencies.
- Provide funding to support community events dealing with diversity.

To promote diversity as part of inclusive customer service

- Present diversity information as a business case issue.
- Partner with Customer Contact and Customer Service to further diversity.
- Include diversity in customer service surveys.
- Include success stories in newsletter *CONTACT.*

To integrate diversity into ICBC's operations

- Begin to benchmark and measure progress by surveying managers using Multiculturalism BC's Self Assessment Tool to determine cultural responsiveness.
- Include diversity as a regular agenda item.
- Encourage employees to take part in community events.
- Include diversity into regional vision or mission statement.

ANNUAL BUSINESS PLAN

In addition to the annual business plan, each region or department has developed its own business plan for 2000 so that it is culturally responsive to the population of British Columbia. As each region or department is unique, the coordination, timelines, outcomes and accountability measures will vary.

ICBC

INITIATIVES FOR 2000

ACTION	OUTCOME	ACCOUNTABILITY
1. Leadership		
1.1 Include diversity in all lines of business including operating plans.	Integrate responsibility for diversity.	Vice-Presidents, Managers.
1.2 Include diversity in regional or departmental vision or mission statement.	Supports business case for diversity.	Vice-Presidents, Managers.
1.3 Include diversity as part of corporate strategic plan.	Supports business case for diversity.	Human Resources, Executive.
1.4 Encourage employees to take part in community events.	Build relationship with communities; Supports corporate social responsibility.	Managers.
2. Outreach Recruitment		
2.1 Take part in community events such as job fairs, employment workshops, cultural events, etc.	Develop diverse workforce.	Managers, Employees.
2.2 Provide information interview, job shadowing and work practicums.	Increase access to jobs at ICBC to develop diverse workforce.	Managers, Employees.
2.3 Build relationship with diverse communities.	Develop diverse workforce.	Employees, Stakeholder Committees, First Nations, Chinese and South Asian Advisory Boards.
2.4 Explore training partnerships for persons with disabilities and Aboriginal persons.	Develop diverse workforce.	Human Resources, Telephone Claims Center.
2.5 Send information on Youth Employment Initiative to diverse community groups in BC.	Develop diverse workforce.	Manager, Youth Employment Initiative.
3. Communication		
3.1 Develop intranet site for Diversity.	Provides information to help integrate diversity.	Workplace Diversity, Intranet Site Development Youth Employment Initiative.
3.2 Develop video for promoting diversity as a business case.	Sends message that diversity is a corporate strategic priority.	Human Resources, Micrographics, Internal Communications.
4. Resource Management		
4.1 Develop process for sharing information on contracting process with diverse communities.	Supports equitable access to contracting opportunities.	Purchasing.
4.2 Offer *Preventing Harassment and Dealing Effectively with Racism.*	Promotes awareness for diversity.	Organizational Learning and Development.
5. Evaluation		
5.1 Discuss the inclusion of diversity as a performance measure.	Promotes business case for diversity.	Workplace Diversity.

Pacific National Exhibition

EXECUTIVE SUMMARY

The mission of the Pacific National Exhibition is to provide quality entertainment, recreation, cultural and educational opportunities, and to showcase the accomplishments of all British Columbians on a year-round basis.

The Pacific National Exhibition (PNE) is a Crown Corporation located on a 167-acre site at Hastings Park in Vancouver, housing trade and consumer shows, conventions, concerts, meetings, rallies, banquets, agricultural shows, an amusement park, sporting events, and the 17-day provincial fair. Originally named the Vancouver Exhibition Association (VEA) the PNE which was founded in 1907, and held the first fair in 1910.

Ninety years later, the Pacific National Exhibition remains a premier entertainment facility for residents of British Columbia, and guests from around the world. Over one million guests visited the fair in 1999 to enjoy the 17-day event. On an annual basis, approximately one thousand event days are booked at the facilities, drawing more than three million guests per annum.

The Pacific National Exhibition Incorporation Act provides for a governing body, the "Board of Directors." The Board has the power to encourage and promote the development of industries within Canada and to promote and encourage community development and cross cultural understanding, including any matter of: regional, provincial, cultural, ethnic, artistic, educational, or any other object that would be of benefit to people.

The Pacific National Exhibition employs approximately 4000 individuals on a full-time, part-time, seasonal, casual, fair-time and contract basis each year. Clearly, the PNE is a major employer in East Vancouver and one of the most significant employers of students in the Lower Mainland.

"Entertainment and Fun for Everyone, We're Glad you're Here!" is the key to success and all individuals working at the PNE are asked to recognize this and contribute their best in pursuit of this goal. Through its training and orientation program the PNE strives to have employees focus on serving all guests in a respectful, equal and inclusive manner, while at the same time having fun doing it. The future long-term success of the PNE will depend upon the ability of our employees to provide excellence in guest service and the Corporation's commitment to help them meet this goal.

HIGHLIGHTS AND ACCOMPLISHMENTS

Executive Commitment

The Pacific National Exhibition is committed to the pursuit and attainment of Multiculturalism in the community in which we serve.

The British Columbia Multiculturalism Act of 1993 requires that each Ministry and Crown Corporation submit annual reports to the minister responsible, setting out initiatives undertaken to promote Multiculturalism. The Act calls upon organizations to carry on services and programs in a manner that responds to the cultural diversity and multicultural realties of the communities in which they operate, as such, the Pacific National Exhibition has formulated the attached 1999/2000 Annual Report on Multiculturalism.

The Pacific National Exhibition is a member of the Crown Corporation Committee on Multiculturalism. During 1999/2000 the Corporation continued to prepare for many changes, including redevelopment and relocation due to an uncertain future of the Corporation's lease to operate at Hastings Park.

The PNE's Human Resources Department will continue to work with the Crown Corporation Committee on Multiculturalism, and implement innovative programs within our organization to meet the diverse needs of our workforce and client base.

Communications

Throughout the 1999 - 2000 report period, the PNE demonstrated its support for Multiculturalism through its ongoing programs and events. Highlights of how multiculturalism was communicated internally and externally are:

- The Exhibition's Board of Directors continued endorsement of the corporation's Multiculturalism Policy.
- Orientation training seminars for seasonal employees have included a briefing of staff regarding Multiculturalism. Similar reviews will be conducted with all new staff as they progress throughout their employment with the organization.
- The Award winning 'Multiculturalism at Work' video, produced by the PNE and B.C. Pavilion Corporation, continues to be shown at various training seminars.
- The Human Resources Department participates in a variety of work experience programs in local area high schools.
- The Exhibit Space Department has continued to ensure that vendors retaining exhibit space reflect the community's broad range of cultural diversity.

Pacific National Exhibition

- The Productions Group continues, on a year-round basis to ensure that programmed events reflect the community's broad range of cultural needs and that they assist the community in promoting cross cultural understanding.
- In cooperation with Multiculturalism B.C., the PNE will continue to display and present materials encouraging the elimination of Racism at its largest interactive Youth event, the Annual Job Fair.
- The Marketing Department will continue to work with consulting firms to ensure that our message is reaching British Columbia's diverse cultural marketplace.

Training and Education

The following details a variety of training sessions where diversity is discussed:

- *Interview and Hiring Workshop*
  Target Group: Managers, Supervisors and Recruiters. All departments.
  Participants: 100 people in each of the two half-day sessions.
- *Playland Orientations – Sessions #1 and 2*
  Target Group: Returning Playland Seasonal Employees.
  Departments: Candy, Games, Rides, Sweepers, Playland Cafe, Guest Services, Petting Farm, Finance, Security.
  Participants: 200 employees in each of the two 2-hour sessions.
- *Playland Orientations – Session #3*
  Target Group: Returning and New Playland Seasonal Employees.
  Departments: Candy, Games, Rides, Sweepers, Playland Cafe, Guest Services, Petting Farm, Finance, Security.
  Participants: 350 employees in one 2-hour session.
- *Fair Orientations*
  Target Group: New employees.
  Departments: Agriculture, Facility, Sweepers, Food and Beverage, Guest Services, Community Programs, Finance, Ticket Office, Gaming, Gates, Parking, Public Safety, Security, Productions.
  Participants: 300 employees in each of five 2-hour sessions.

- The Human Resources Department will continue to ensure that presentation of all materials in the workplace reflect the diversity of our society.
- The Exhibition's orientation training seminars will continue to include a briefing of staff regarding Multiculturalism. The policy will also be included in any relevant training material.
- The Interview and Hiring Workshop briefs Managers, Supervisors and Recruiters on current Human Rights Laws, Cultural sensitivity and Employment Laws.

THREE-YEAR STRATEGIC PLAN

- The Pacific National Exhibition has experienced an ongoing uncertain future over the last several years. The first stage of a corporate strategic plan has been reached. This process will continue until the future of the PNE is secure. The PNE will continually update as the strategic plan takes shape with multiculturalism aspects.

ANNUAL BUSINESS PLAN

- The Human Resources department will continue to show our video at Job Fair 2000 which highlights the expectations the PNE has of its employees. This further supports the PNE's commitment to equity, respect, diversity and inclusiveness for all individuals. In addition, the PNE will continue its commitment to equal advertising of jobs to the diverse cultural population of British Columbia.
- The PNE will continue to display and present material in conjunction with Multiculturalism BC at all staff related events, including: the Annual Job Fair, Staff Orientation Sessions, Human Resources Department and staff common rooms.
- The Human Resources Department will continue to show the *Multiculturalism at Work* video in training sessions scheduled throughout the spring/summer season.
- The Marketing Department will continue to work with consulting firms to ensure that the PNE's message is reaching British Columbia's diverse cultural marketplace.
- The Exhibit Space Department will continue to ensure vendors retaining exhibit space reflect the community's broad range of cultural diversity.
- The Productions Group will continue to ensure that programmed events reflect the community's broad range of cultural needs and that they assist the community in promoting cross cultural understanding.

Workers' Compensation Board

EXECUTIVE SUMMARY

During the reporting year April 1, 1999 to March 31, 2000, the Workers' Compensation Board continued its commitment for support of Multiculturalism and Diversity in the workplace. The Workers' Compensation Board recognizes that our workplace must emulate the diverse community that we serve.

The Joint Committee on Diversity spearheaded a number of initiatives throughout 1999 – 2000, including communication of various programs, hosting events for International Human Rights Day, Multiculturalism Week and communicating educational information on Anti-Racism and Multiculturalism to all WCB Offices. The Committee continued to develop a stronger link with the Communications Department in order to provide input on internal and external communications.

The Committee is also coordinating the Employment Systems Review of all Human Resources policies, practices, and procedures. To assist with this review, the WCB provided the Committee with specific funding and resources. In May 1998, the first phase of this review commenced and focused on reviewing the Compensation, Benefits, and Job Evaluation systems. In December 1998, the first phase of this review was completed.

A major initiative for 2000-2001 will be the completion of the second phase of the Employment Systems review. That review will commence in June 2000 and will focus on reviewing the recruitment, selection, training and development, and mobility systems for the WCB.

Other initiatives identified for 2000-2001 include the:
- roll out refresher of the Diversity training program to WCB staff,
- roll out refresher of Harassment Training to managers and staff,
- completion of "Self Assessment Tool" for WCB, which will identify strengths and challenges and help determine required initiatives to move towards cultural competence in the workplace.

The organization will continue to provide support to the many on-going established initiatives such as:
- utilizing a competency based recruitment system for all internal and external hiring needs,
- participation in the Access Ability Program
- provision of translation and interpretive services.

There are 3161 (permanent and temporary) employees at the WCB.

HIGHLIGHTS AND ACCOMPLISHMENTS

Executive Commitment

Executive commitment for multiculturalism continues at the WCB. A Multiculturalism Policy has been in place at the WCB since 1995. In addition, a document entitled *Advancing the Plan: A Review and Restatement of the WCB Strategic Plan* was developed in 1999. This is more than a summary of the strategic plan, as it sets new objectives, defines significant initiatives that address today's needs, and prepares the Board for coming events through the year 2003. This document also reaffirms our commitment to Multiculturalism with regards to our external stakeholders and our internal staff through strategic project streams such as:

"Highly centralized institutions will be de-emphasized in favour of client-focused, community-based services and distributed, "virtual" operations (Call Centre). Wherever possible, technological solutions and partnerships will be employed to provide Province-wide access to services and information that are of a consistently high quality and are:
- Diversity-sensitive(e.g. Indo-Canadian provider for all facets of the Continuum of Care, Multilingual Call Centre capability)
- Responsive shifts in the economic and demographic structure of the Province.

and

Sound business principles and professional administration consistent with workers' compensation first principles will guide the Board's decision making to maintain a fully funded and effective system. To achieve this, the size and nature of WCB administration will change in the following ways:
- The diversity of the staff will become more reflective of provincial demographics."

One objective stated is the primary goal of providing WCB stakeholders and the public with service in a sensitive, respectful and effective manner. In order to accomplish this, our service delivery mechanisms must be more reflective of the culturally diverse public we service.

Executive commitment to multiculturalism is also reflected in the WCB's core values, which include:
- Service-Client focused
- People-respectful, collaborative, supportive
- Business-ethical, professional, prudent
- Development-future oriented, improvement oriented, learning oriented

Workers' Compensation Board

Highlights, Accomplishments and On-going Initiatives in Multiculturalism at the Workers' Compensation Board for the time period April 1, 1999 to March 31, 2000 are as follows:

- To ensure fairness in our recruiting policies, Human Resources continues to utilize a competency-based system of recruitment for all its internal and external hiring needs. The system identifies job competencies that can be accurately assessed by selection tools. Competency based selection assists in eliminating artificial barriers and allows for consistency.
- The Information Services Division continues to take part in the Access Ability Program. This program has two objectives: first, it provides computer training to people with disabilities, and second, it challenges workplace prejudice against the disabled. The Access Ability Program was originally developed by the WCB in 1987 to provide computer training to people disabled by workplace accidents. The Open Learning Agency took responsibility for the program in 1990. As a partner in the Access Ability program, the WCB continues to contribute funding, take part in the Business Advisory Council, provide internship to students and hire program graduates in the Information Services Division.
- Translation and interpretative services are ongoing in most areas of the WCB and all publications and video productions are evaluated as to the need for translation and into what languages.
- The Prevention Division continues to liase with the Indo-Canadian agriculture community and other multicultural groups through an organization funded by the WCB, know as FARSHA (Farm and Ranch Safety and Health Agency). This liaison addresses and attempts to resolve concerns within those multicultural groups with respect to safety and health regulations.
- The Psychology Department continues to operate a specialized psycho-vocational testing unit providing culturally sensitive assessment services for workers with limited or no English language skills using a non-verbal testing approach. The Psychology Department utilizes the services of professional translators when required.
- The Rehabilitation Centre continues to contract the services of a clinical social worker that offers counseling services in Punjabi, Urdu, and Hindi. These services are available on an as needed basis.
- The WCB continues to use Mosaic Community Interpretation Services. Mosaic provides written translation and oral interpretation services for the Board when we require language expertise in dealing with non-English speaking clients. This service allows the WCB to better serve our clients in a variety of languages.
- The Human Resources Department displays Employment Equity, Multiculturalism and Harassment posters and related brochures. The Diversity Committee now has a dedicated bulletin board for staff to view.
- Various communication tools are in place to highlight the importance of Diversity at the WCB. There is a dedicated website for Diversity on BoardNet, the WCB's internal communication tool. The website is used to communicate information regarding the Diversity Committee's Terms of Reference, the WCB's policy on Multiculturalism, glossary of terms, Employment Equity Multiculturalism, the Committee membership, Employment Systems Review and a monthly Calendar of Events.
- The Multiculturalism Policy (1995) is available to staff on the Diversity Committee's web site on WCB's Boardnet system.
- In 2000 a Diversity email mailbox was setup for internal staff inquiries regarding Diversity, Multiculturalism and Employment Equity.
- The WCB encourages participation from non-traditional ethnic media to attend various WCB events and conferences. The WCB also includes the ethnic media in the distribution of news releases and other media materials as well using external ethnic media for recruitment initiatives.
- The WCB seeks to reflect BC's multicultural society through visual representation in its print and television advertising, as well as in related print and video materials. A mix of gender, ages, occupation, and ethnic backgrounds is considered when selecting photo subjects for print materials, films and videos.
- On Human Rights Day, December 10, 1999, a display table was set up with information on Human Rights including copies of the Declaration. In addition, a Human Rights Quiz was available for staff to complete which allowed them to be eligible for a Multi-faith Calendar.
- Multiculturalism Week, February 14-19, 2000 offered many opportunities for awareness and education for WCB staff. The week, coordinated by the Diversity Committee, featured a number of different events and activities. The highlights of the week were a Native Dance performance by "*Arrows for Freedom*" and performances by WCB's in-house Theatre Group, Looney Toons, titled "*Here today, gone to Canada*". Multicultural food was also promoted during the week with the cafeteria providing daily multicultural menu themes and individual departments hosting food and heritage dress days.
- March 21, 2000, Anti Racism Day was commemorated with a WCB wide educational communication.
- A video library was set up for internal WCB staff access. These videos cover a variety of subjects regarding multiculturalism, diversity and employment equity.

Workers' Compensation Board

THREE-YEAR STRATEGIC PLAN

Outline of Workers' Compensation Board's Strategic Plan for Multiculturalism, 2000-2003.

- Implementation of the Employment Systems Review recommendations, which examined unintended barriers to achieving diversity in the workplace around practices, policies and processes to do with Compensation, Benefits and Job Evaluation systems.
- Completion and implementation of Phase II of the Employment Systems Review that focuses on recruitment, selection, training and development systems. .
- Rollout of Harassment training for all staff to commence in 2000. This will be an ongoing initiative.
- The Harassment policy is now provided to all employees at new employee orientation. This will be an ongoing initiative.
- All new management staff are given a specific orientation to the WCB/CEU Harassment Policy. This will be an ongoing initiative.
- Implementation of multiculturalism goals and objectives identified through base-line information gathered from "Self Assessment Tool". This will be an ongoing initiative.

ANNUAL BUSINESS PLAN

Major Initiatives for the year 2000-2001

- The WCB will complete "Self Assessment Tool" as recommended for "culturally responsive Ministry/Crown Corporations"; identify assessment levels and gaps in relationship to established benchmarks.
- During 2000/2001, the Human Resources Division in conjunction with the Joint Diversity Committee will initiate and complete Phase II of the Employment Systems Review. Phase II entails a review of the recruitment, selection, training and development systems. It is expected that Phase II will commence June 2000 with an expected completion date of Spring 2001.
- Joint Harassment Training for managers and shop stewards commenced in January 2000. It is expected 12 sessions will be completed by the end of 2000.
- Harassment awareness sessions will be presented to all staff at their regular departmental meetings. These sessions will be conducted on an ongoing basis and will allow broader communication of harassment issues to all staff. This will commence May 2000 and be on going.
- The WCB will partner with various external diversity and multicultural groups, including various schools, aboriginal groups and agencies dealing with persons with disabilities.
- The WCB will participate in multicultural community job fairs to raise our profile as an employer of choice. We will continue to identify and recruit individuals into service oriented positions requiring specific language competencies. This will assist the WCB to continue to meet the service needs of its clients.
- The WCB will continue to market its employment opportunities with key designated groups (persons with disabilities and Aboriginal peoples).
- Diversity training for staff will commence summer 2000. The WCB will be providing diversity training to staff to increase awareness of diversity issues within the WCB. It is expected this project will continue through spring 2001.
- The WCB Executive will initiate ongoing commitment by identifying specific divisional diversity and multicultural objectives and by including specific initiatives in the 2000/2001 business planning and budgeting process.

Appendices

Multiculturalism Act

NOT OFFICIAL VERSION

MULTICULTURALISM ACT

[RSBC 1996] CHAPTER 321

Contents

Section
1 Definition
2 Purposes of the Act
3 Multiculturalism policy
4 Multicultural Advisory Council
5 Role of the council
6 Reports
7 Additional reports
8 Application for grants
9 Minister may provide grants
10 Power to make regulations

Definition

1. In this Act, "council" means the Advisory Council on Multiculturalism continued as the Multicultural Advisory Council under section 4 (1).

Purposes of the Act

2. The following are the purposes of this Act:
   (a) to recognize that the diversity of British Columbians as regards race, cultural heritage, religion, ethnicity, ancestry and place of origin is a fundamental characteristic of the society of British Columbia that enriches the lives of all British Columbians;
   (b) to encourage respect for the multicultural heritage of British Columbia;
   (c) to promote racial harmony, cross cultural understanding and respect and the development of a community that is united and at peace with itself;
   (d) to foster the creation of a society in British Columbia in which there are no impediments to the full and free participation of all British Columbians in the economic, social, cultural and political life of British Columbia.

Multiculturalism policy

3. It is the policy of the government to
   (a) recognize and promote the understanding that multiculturalism reflects the racial and cultural diversity of British Columbians,
   (b) promote cross cultural understanding and respect and attitudes and perceptions that lead to harmony among British Columbians of every race, cultural heritage, religion, ethnicity, ancestry and place of origin,
   (c) promote the full and free participation of all individuals in the society of British Columbia,
   (d) foster the ability of each British Columbian, regardless of race, cultural heritage, religion, ethnicity, ancestry or place of origin, to share in the economic, social, cultural and political life of British Columbia in a manner that is consistent with the rights and responsibilities of that individual as a member of the society of British Columbia,
   (e) reaffirm that violence, hatred and discrimination on the basis of race, cultural heritage, religion, ethnicity, ancestry or place of origin have no place in the society of British Columbia,

Multiculturalism Act

NOT OFFICIAL VERSION

(f) work towards building a society in British Columbia free from all forms of racism and from conflict and discrimination based on race, cultural heritage, religion, ethnicity, ancestry and place of origin,
(g) recognize the inherent right of each British Columbian, regardless of race, cultural heritage, religion, ethnicity, ancestry or place of origin, to be treated with dignity, and
(h) generally, carry on government services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia.

Multicultural Advisory Council

4. (1) The Advisory Council on Multiculturalism is continued as the Multicultural Advisory Council.
(2) The council consists of the members appointed by the Lieutenant Governor in Council.
(3) The Lieutenant Governor in Council may set the terms of office of the members of the council.
(4) The Lieutenant Governor in Council may designate a member of the council as chair and one or more other members as vice chair.
(5) Members of the council are entitled to be reimbursed for reasonable travelling and out of pocket expenses incurred by them as members of the council.

Role of the council

5. (1) The role of the council is to advise the minister on issues respecting multiculturalism and to perform any other duties or functions specified by the minister.
(2) The council may make bylaws
(a) respecting the calling and conduct of its meetings, and
(b) creating and appointing council members to committees of the council and setting out the powers and duties of those committees.

Reports

6. (1) The council must make an annual report to the minister.
(2) In addition to the report referred to in subsection (1), the council must, at the request of the minister, report on specific matters, in the manner and at the times required by the minister.

Additional reports

7. (1) On or before May 31 of each year, every ministry and every government corporation within the meaning of the *Financial Administration Act* must submit an annual report to the minister setting out the initiatives that it has undertaken in the reporting period to promote the policies referred to in section 3.
(2) The minister must prepare an annual report respecting, for the fiscal year for which the report is prepared,
(a) the administration and implementation of this Act, and
(b) the activities of the council.
(3) The minister must lay the report referred to in subsection (2) before the Legislative Assembly during the session next following the end of the year for which the report is made.

Application for grants

8. (1) A not for profit organization may apply to the minister for a grant under this Act for a program.
(2) An application for a grant must
(a) set out the nature of the program for which the grant is requested, and
(b) provide any other information and records the minister may require.

Multiculturalism Act

NOT OFFICIAL VERSION

Minister may provide grants

9. (1) The minister may set the criteria on which grant applications under this Act are to be assessed.
(2) On application, the minister may, in the minister's sole discretion, make a grant to an applicant under this Act out of money appropriated by the Legislature for that purpose if the grant application meets the criteria set under subsection (1).
(3) The minister may impose the terms and conditions on a grant made under this section that the minister considers appropriate.
(4) Before making a grant under subsection (2), the minister must ensure that the program in respect of which the grant application is made fosters or promotes one or more of the policies referred to in section 3.

Power to make regulations

10. The Lieutenant Governor in Council may make regulations referred to in section 41 of the *Interpretation Act*.

What is Multiculturalism? The Myths and Facts

UNDERSTANDING THE WORDS

multi*cultural*

many cultures

multi*cultural* society

people of many cultures living in the same community

multi*culturalism*

understanding, acceptance, mutual respect, inclusion and working together to build united communities

Myth: Multiculturalism divides people. Ethnic minorities don't feel the need to mix with Canadians.

Fact: There is often the misconception that ethnic minorities are not Canadians. Canadians come from diverse cultural backgrounds. It is hate, prejudice, discrimination and misunderstanding that divide people. The reality is that when some people experience discrimination based on their ethnicity they group together for support. Sometimes people group together because they share common experiences and interests, such as the arts, music and sports. A goal of multiculturalism programs is to bring people together through the development of inclusive communities and institutions. Inclusion promotes unity. Exclusion divides people.

Myth: Multiculturalism weakens national unity.

Fact: Hate and cultural conflict tend to divide a nation. Respect, inclusion and cooperation help unite a nation. Multiculturalism strengthens a nation through programs which work towards cross-cultural understanding, the elimination of racism, and the full participation of all individuals into the social, political and economic life of our society.

Myth: Because of multiculturalism, people think of themselves as members of their native countries first and as Canadian second.

Fact: Multiculturalism says we are all Canadians first. The existence of a Canadian identity does not deny one the right to maintain or explore one's cultural heritage(s). We all have a culture. The strength of Canadian identity is the understanding that unity can be achieved through diversity. Being a Canadian means that you have the right to be proud of your Canadian nationality and your cultural heritage. Pride in one's cultural heritage, freedom from being made to feel ashamed of one's heritage, and respect for others foster a sense of self-worth and mutual respect.

Myth: Multiculturalism is only for the benefit of new immigrants and visible minorities.

Fact: Multiculturalism benefits all Canadians by:
- creating a society free from racism.
- promoting respect and appreciation of the cultural heritage(s) of all Canadians.

Myth: Multiculturalism promotes "third world" immigration and discriminates against immigrants from Europe.

Fact: Multiculturalism is not an immigration policy. Canada's immigration policy is based on a system intended to be impartial and admits people from all over the world.

Myth: Multiculturalism allows visible minorities to think that they do not need to observe our laws.

Fact: Multiculturalism helps people to understand their rights and responsibilities in Canada including respect for the law.

Myth: Multiculturalism is a recent social phenomenon.

Fact: Although the official multiculturalism policy is quite recent, British Columbia has always been a multicultural society with a population consisting of diverse Aboriginal nations and immigrants from many parts of the world. It will continue to be a multicultural society even if immigration were to stop.

Myth: Multiculturalism is only song and dance events from other cultures. It isn't really important.

Fact: The priorities of provincial multiculturalism programs are: cross-cultural understanding; conflict resolution; the elimination of racism; the full participation of all British Columbians into the social, economic and political life of British Columbia. Cultural festivals and the preservation of culture are not priorities of multiculturalism programs.

What is Multiculturalism? The Myths and Facts

Myth: When people come to Canada they should adopt our way of doing things.

Fact: Newcomers are faced with making considerable adjustments to a new society. They also contribute to the social, economic and political fabric of our society. Multiculturalism promotes the integration of newcomers into an evolving society. The Canada we live in today is different from Canada fifty years ago and will be different from the Canada of the future. Societies evolve through time. Living in an evolving society requires all of us to adapt.

Myth: Multiculturalism costs too much money.

Fact: The social and financial consequences of hate crimes, racism and conflict far outweigh the financial cost of a multiculturalism program. United, harmonious, peaceful communities are productive and prosperous. Multiculturalism programs work toward achieving unity, assisting in increasing cross-cultural understanding and reducing conflict and racism in our society.

Myth: The "melting pot" model is better than the multiculturalism model.

Fact: The melting pot model symbolically represents a society in which cultures are "melted" or "assimilated" to form one cultural identity.

The melting model can lead to the creation of an exclusive society in which:
- minority cultures are not valued.
- minority groups must mimic the values and beliefs of the dominant group.
- differences are tolerated but not recognized as strengths.
- members of minority cultural groups who do not assimilate have less opportunity to participate fully in society.

The multiculturalism model provides for:
- diverse cultural perspectives to be incorporated into the decision making process.
- a global society in which linguistic and cultural differences are supported.
- a society in which the strengths of cultural diversity are maximized.

multi*culturalism*

is a dynamic process to make society more equitable for all Canadians. As past and present injustices are addressed, current and future generations will adjust to the re-balancing of power structures. Through this change process, multiculturalism will face many challenges. Although these challenges will result in frustrations for some, multiculturalism will benefit all members of society.

british *columbia*

and Canada can be proud that ours was the first nation in the world to have government multiculturalism policies. It is a manifestation of our society's commitment to equality. Canadian governments have recognized that our diversity is one of our greatest strengths.